Jim Chelmowski

From: Hammond, Celeste [7hammond@jmls.edu]
Sent: Wednesday, December 4, 2013 10:57 AM
To: Heather Pope; Bob DeStefano; TG6738@att.com; MITTELSTEAD, ANN (Legal)
Subject: RE: James Chelmowski vs. AT&T - AAA Case No. 51 434 263 13 -- 12-04-13 Conference Call

Heather Mr. De Stefano, Mr Green and I met on the conference call. By agreement of the parties:

1) A document production by Respondent, including items requested by Claimant in its Claimant's Rule 21 First Request for Documents as limited by the attorney/client privilege, no later than 5:00 pm Chicago time January 15, 2014.
2) Both parties will exchange any documents they plan to use as exhibits at the hearing no later than 5:00 pm Chicago time January 15, 2014.
3) Hearing currently set for December 17, 2013 is continued to Friday February 28, 2014 at 9:30 am in Chicago office of AAA.

Please make appropriate arrangements with AAA Chicago office regarding the change in Hearing date. Please let me know if you wish me to produce a more formal document than this email regarding our phone meeting on Claimants Motion to Compel and Respondent's objections sent December 2, 2013 via email.

Please let me know if there is anything else you need.

Best regards,

Celeste

Celeste M. Hammond ACREL Fellow, CRE
Professor
Director, Center for Real Estate Law
The John Marshall Law School
315 S Plymouth Ct
Chicago, IL 60604
Direct: (312) 987-2366
Fax: (312) 427-5280
7hammond@jmls.edu
Center for Real Estate Law
http://ssrn.com/author=329502

From: Heather Pope [mailto:PopeH@adr.org]
Sent: Tuesday, December 03, 2013 12:15 PM
To: Bob DeStefano; TG6738@att.com; MITTELSTEAD, ANN (Legal)
Cc: Hammond, Celeste
Subject: James Chelmowski vs. AT&T - AAA Case No. 51 434 263 13 -- 12-04-13 Conference Call

Dear Counsel,

A conference call in this matter is scheduled to take place on **December 4, 2013 at 10:00 am CT / 11:00 am ET**. Please use the following telephone number and participant code to conference into the call:

Telephone number: 1-888-537-7715
Participant code: 31033473#

Very truly,
Heather

Heather Pope
Case Manager, Consumer ADR Operations
American Arbitration Association
6795 N. Palm Ave. 2nd Floor
Fresno, CA 93704
www.adr.org
T:559 490 1909
F:855 433 3046

The information in this transmittal (including attachments, if any) is privileged and/or confidential and is intended only for the recipient(s) listed above. Any review, use, disclosure, distribution or copying of this transmittal is prohibited except by or on behalf of the intended recipient. If you have received this transmittal in error, please notify me immediately by reply email and destroy all copies of the transmittal. Thank you.

From: Hammond, Celeste [mailto:7hammond@jmls.edu]
Sent: Monday, December 02, 2013 10:07 AM
To: Bob DeStefano
Cc: TG6738@att.com; Heather Pope
Subject: RE: James Chelmowski vs. AT&T - AAA Case No. 51 434 263 13
Importance: High

I will entertain arguments about the motions of Claimant and responses by Respondent on Wed Dec 4 at 10 am Chicago time. Heather Hope will provide conference call information for that conference phone call.

Best regards,

Celeste M. Hammond ACREL Fellow, CRE
Professor
Director, Center for Real Estate Law
The John Marshall Law School
315 S Plymouth Ct
Chicago, IL 60604
Direct: (312) 987-2366
Fax: (312) 427-5280
7hammond@jmls.edu
Center for Real Estate Law
http://ssrn.com/author=329502

From: Bob DeStefano [mailto:bdestefano@rdestefanolaw.com]
Sent: Friday, November 29, 2013 5:03 PM
To: Hammond, Celeste
Cc: TG6738@att.com; PopeH@adr.org
Subject: James Chelmowski vs. AT&T - AAA Case No. 51 434 263 13

Attached is claimant James Chelmowski's Motion to Compel. Please advise me if you will allow this motion to be heard on December 4, 2013 at 10:00a.m.

Thank you,
Bob DeStefano

AMERICAN ARBITRATION ASSOCIATION

JAMES CHELMOWSKI v. AT&T
CASE # 51 434 263 13

CLAIMANT'S RULE 21 FIRST REQUEST FOR DOCUMENTS

NOW COMES the Claimant JAMES CHELMOWSKI and pursuant to Arbitration Rules and Procedures of the American Arbitration Association Rule 21 exchange of information the Claimant James Chelmowski requests that AT&T produce on or before November 29, 2013 the following:

1. Produce any and all documents internal and external and all emails with regards to Jim Chelmowski or James Chelmowski (Claimant) or any of his phone numbers from 12/01/2009 to the present. Included in this request is over 3000 internal emails with time and date stamps. This also includes but is not limited to all emails with the Claimant's name with derivation or abbreviation, his phone numbers or anything about him in email message content, attachments or any metadata from 2009 to the present.

2. Produce any and all documents internal and external, emails, working papers, logs, submitted to others, filings for the porting of 847-768-0000 started on 12/10/2009 and 847-768-0400 started in 12/10/2009 plus 3/18/2011 porting of all 4 numbers 847-768-0400, 847-768-0000, 847-744-5626 and 847-917-2384. This should include all communication to and from other companies or carriers, including but not limited to FCC, Neustar, North American Numbering Council (NANC), Number Portability Administration Center Service Management System (NPAC SMS), National Exchange Carrier Association (NECA), other government agencies and other companies regarding porting of all these numbers noted in this request (2).

3. Produce any and all documents from AT&T internal investigation regarding the inability to port service for Claimant, the FCC Informal Complaint 11-C00292341 of Claimant purportedly addressed by AT&T and Margaret Trammell, AT&T Manager-FCC Appeals Bureau - from March 24, 2011 date filing of the FCC informal complaint to the present include all documents, work papers, internal and external correspondence, emails, and any other memorialization of the Claimant's file in any format since 2009 to the present.

4. Produce any and all documents of AT&T internal investigation regarding the inability to port Claimant's service, Illinois Attorney General Complaint 2011-CONSC-00304479 by Claimant purportedly addressed by AT&T and Sherri Baker, AT&T Office of the President of AT&T - from April 9, 2011 date of filing the complaint to the present include all documents, work papers, internal and external correspondence, emails, and any other memorialization of the Claimant's file in any format since 2009 to the present.

5. Produce any and all communication with collection entities and/or collection agencies regarding Claimant since 2009 to the present. All communications with any

entity or individual about James Chelmowski credit and payment history from 2003 to the present.

6. Produce any and all AT&T cell phone bills for Claimant's accounts from 01/04/2011 to the present.

7. Produce any and all AT&T policies and/or procedures for certified mail receipt in the AT&T legal department or other departments and any certified mail log that would verified the 2 letters were received from Claimant or not received as AT&T claims on April 8, 2013 and March 1, 2013.

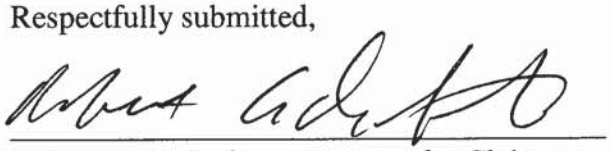
8. Produce any and all AT&T policies and procedures, porting manual and instructions given to AT&T employees for proper number porting from AT&T to another service provider with all steps and codes since 2009 to the present.

9. Produce proof of AT&T Counterclaim filing on or before 5-1-13, any certified mail receipt and/or proof of service on Claimant for said filing and the order by the Arbitrator authorizing said filing.

10. Produce all correspondence, emails and communications memorialized in any form addressing the Claimant's porting claims and other claims against AT&T since December 1, 2009 to the present including communications from or to Stephanie Maidlow, Jan Mendal, Ann Mittelstead, Jim Camberis, Ralph del Vega, John Stephens, Sherri Baker, Margaret Trammel, Paul Bland Jr., Deepak Gupta, any representatives from Public Justice, Timothy McPike and/or any representatives from the Illinois Attorney General's Office, FCC Representatives and XO Porting Manager.

11. Produce any and all specific internal email communications from, to or about Claimant from December 10, 2009 to the present including but not limited to 1,365 opened and/or reviewed by Randall Stephenson, Chairman, Chief Executive Officer and President, 974 emails opened and/or reviewed by John Stanky, President and Chief Executive Officer AT&T Business Solutions, 705 emails opened and/or reviewed by Ralph del Vega, President and Chief Executive Officer AT&T Mobility, 470 emails opened and/or reviewed by Wayne Watts, Senior Executive Vice President and General Counsel, 481 emails opened and/or reviewed by Brooks McCorkle, Senior Vice President Investor Relations and any other AT&T employees opening and/or reviewing any emails by Claimant during that time period.

Respectfully submitted,



Robert A. DeStefano, Attorney for Claimant

AMERICAN ARBITRATION ASSOCIATION

JAMES CHELMOWSKI v. AT&T
CASE # 51 434 263 13

PROOF OF SERVICE BY EMAIL

I, Robert DeStefano certify; that I served Claimant's Rule 21 First Request for Documents to the following on November 18, 2013:

Thomas J. Green
TG6738@att.com

Heather Pope
PopeH@adr.org

Celeste Hammond
7hammond@jmls.edu

Date 11- 18 -13

Signature

AMERICAN ARBITRATION ASSOCIATION

JAMES CHELMOWSKI v. AT&T
CASE # 51 434 263 13

MOTION TO COMPEL

NOW COMES the Claimant JAMES CHELMOWSKI by and through his attorneys ROBERT A. DESTEFANO and ASSOCIATES, P.C., and in his Motion to Compel against AT&T pursuant to Federal Rules of Procedure 26 and 37, Illinois Supreme Court Rules 201, 214 and 219 and AAA Rule 21 Exchange of Information and states as follows:

1. That Claimant has previously requested a discovery disclosure schedule stating "A schedule for the exchange of information between the parties needs to be entered pursuant to AAA Commercial Arbitration Rule 21" on September 27, 2013. (See Exhibit A).

2. That Respondent filed an answer on October 18, 2013.

3. That Claimant's counsel thereafter left a message with Heather Pope regarding the exchange of information pursuant to AAA Rule 21.

4. That thereafter on November 18, 2013 Claimant forwarded Rule 21 First Request For Documents to AT&T. (See Exhibit B)

5. That no response has been forwarded by AT&T by November 29, 2013.

6. That AT&T possesses numerous documents relevant and material and information relating to issues in controversy in this matter that it can easily retrieve and forward.

7. That the needs for this production outweighs the minimal burden, if any on AT&T and the Claimant is prejudiced by AT&T's lack of response to the Rule 21

First Request For Documents thereby inhibiting his ability to present his case in any Hearing as well as presenting his trial exhibits, documents and witness lists.

8. That Rule 21 states:

(a) At the request of any party or at the discretion of the arbitrator, consistent with the expedited nature of arbitration, the arbitrator may direct

(i) the production of documents and other information, and
(ii) the identification of any witness to be called

(b) At least five business days prior to the hearing, the parties shall exchange copies of all exhibits they intend to submit at the hearing.

(c) The arbitrator is authorized to resolve any disputes concerning the exchange of information.

9. That it is necessary for AT&T to fully respond to the Rule 21 First Request For Documents to enable the Claimant to fully present his claims.

10. The Principle 13 of the AAA Consumer Due Process Protocol, Access to Information states:

> "No party should ever be denied the right to a fundamentally-fair process due to an inability to obtain information material to a dispute. Consumer ADR agreements which provide for binding arbitration should establish procedures for arbitrator-supervised exchange of information prior to arbitration, bearing in mind the expedited nature of arbitration"

11. That given current technology it would take minimal time for AT&T to comply with the production requests because it takes AT&T seconds with their software and technology to obtain documents. For example, pursuant to AT&T's advertising detailing the SEG Message Archiving product and other AT&T email products the advertisement states:

> "with the Messaging Archiving option, you can easy access one message or thousands of messages – in seconds, using either simple or advance search criteria including user, date range, metadata, message content and

even attachment content." .."retention periods..to ten years". (See Group Exhibit C).

12. The time period in question is less than 10 years.

13. That it is necessary that AT&T's actions in not responding to the Rule 21 First Request For Documents be redressed by sanctions including barring AT&T from testifying and other pleadings of AT&T be stricken as well as other appropriate sanctions.

WHEREFORE, the Claimant JAMES CHELMOWSKI respectfully requests and prays that an order be entered in his favor and against AT&T as follows:

A. That AT&T answer the Rule 21 First Request For Documents instanter;

B. That AT&T shall be barred, upon its failure to fully comply with Claimant's request from testifying at hearing;

C. That this Arbitrator enter such sanctions against AT&T and in addition to the abovementioned as it deems appropriate including attorneys' fees as it relates to this Motion to Compel;

D. And for such other and further equitable relief as this court deems fit.

Respectfully submitted,

Robert A. DeStefano, Attorney for Claimant

Robert A. DeStefano and Associates, P.C.
6547 W. Cermak
Berwyn, Illinois 60402
708-749-9514

EXHIBIT A

Gmail by Google

Bob DeStefano <bdestefano@rdestefanolaw.com>

James Chelmowski v. AT&T

Bob DeStefano <bdestefano@rdestefanolaw.com> Fri, Sep 27, 2013 at 4:16 PM
To: PopeH@adr.org
Cc: 7hammond@jmls.edu, TG6738@att.com

AMERICAN ARBITRATION ASSOCIATION

Basis of Mr. Chelmowski's claims:

1) Breach of Contract-The claimant was a customer of AT&T from 1994 to part of 2011. AT&T failed to port the 847-768-0400 phone number of the claimant through today's date. AT&T did not reactivate the claimant's voicemail upon his request nor did it provide him access to his clients and prospects voicemail messages. AT&T did not pay the $375 arbitration fee to the claimant through today's date. AT&T intentionally neglected to arbitrate all disputes and claims per arbitration clause. AT&T did not provide the appropriate arbitration forms and information on its website in contradiction of its purported consumer friendly arbitration clause. AT&T overall did not act in good faith and did not deal fairly with the claimant in every aspect of the contract. The claimant performed under the contract in good faith while attempting port all of his telephone numbers to another provider in spite of the resistance and egregious conduct of AT&T employees.

2) Conversion- AT&T converted the phone number 847-768-0400 owned by the claimant since 1998 and to this date it has not allowed that number to be ported when he requested it in 2011 further violating federal law 75 FR 35315, June 22, 2010 (47 C.F.R. 52.35(a)).

3) Fraud- AT&T intentionally provided false and misleading explanations for its inability to port the claimant's phone numbers including the 847-768-0400 number as well as providing false and misleading responses to camouflage the violation of federal law and breaches of contract with the claimant. AT&T continued to provide inaccurate credit information about the claimant and purposely billed and/or overbilled the claimant to buttress its manufactured and unfounded defense and to further its attempts to intimidate the claimant to settle without any consideration for the pecuniary, physical and psychological damages it heaped upon Mr. Chelmowski.

4) Intentional Infliction of Emotional Distress-AT&T is a public utility that through its employees lied to the claimant and was grossly discourteous to him while he asserted his ownership rights to his phone numbers. During his attempts to receive and retrieve his time sensitive customer voice messages, his attempts to port and to transfer his phone numbers and service to another company AT&T's disingenuous conduct continued. Executives and supervisors opened the claimant's email requests numerous times as claimant attempted to service his current mortgage customers and/or cultivate new client business without his phone and/or functioning voicemail, however AT&T's employees intentionally provided no substantive response that did not advance their contractual obligations or their duty under federal law. AT&T had knowledge of the claimant's susceptibility knowing that he had been hospitalized on March 3, 2011 for chest pains during the time he discovered that AT&T was purposefully inhibiting the lawful transition of his telephone numbers to another phone company and further depriving him of his client's voicemail messages on deals that were pending , about to be consummated and/or new client contacts. There are at least 3000 internal emails about the claimant and his requests to port his numbers and receive his voicemails

that were digested by AT&T top executives starting from 2/27/11 including Randall Stephenson, Chairman, Chief Executive Officer and Pres., John Stanky President and Chief Executive Officer, AT&T Business Solutions, Ralph Dela Vega President and Chief Executive Officer AT&T Mobility, Wayne Watts Senior Executive Vice President and General Counsel, and Brooks McCorkle Senior Vice President Investor Relations as well as other AT&T employees, but this constant review of the claimants request's did not yield conformance with the contract or with federal law and further illustrates the intentional wrongful conduct strategy employed by AT&T to block the transfer of the claimant's property and deny his receipt of timely voicemail messages and/or a total eradication of these client communications.

5) Violation of 75 FR 35315 (2010) specifically Section 52.35 Porting Intervals (47 C.F.R. 52.35 (a)).- AT&T failed to Port telephone numbers of the claimant within one business day and still has not ported the 847-768-4000 number. Claimant believes in 2011 there were at least 7 FCC violations on his porting requests.

Claimant Chelmowski has been in the mortgage business for approximately 20 years and his business is based primarily on service and referrals. That the culpable actions of AT&T cost the claimant business and income via rate locks expiring, massive extensions of loans thereby decreasing profits, refinance transaction lost on prior clients and applicants lost to the competition because calls and/or voicemails were not received at all or not received in a timely manner. Given the historical production of the claimant damages exceed $75,000 in lost profit, past and future and wages, medical bills, psychiatric bills, attorney fees, costs, interest and punitive damages for the intentional conduct of this mega monopolistic utility company.

A schedule for the exchange of information between the parties needs to be entered pursuant to AAA Commercial Arbitration Rule 21.

Respectfully submitted,
Robert A. DeStefano
Attorney For Claimant James Chelmowski
6547 W. Cermak
Berwyn, Illinois 60402
708-749-9514
708-749-9537 (fax)

EXHIBIT
B

AMERICAN ARBITRATION ASSOCIATION

JAMES CHELMOWSKI v. AT&T
CASE # 51 434 263 13

CLAIMANT'S RULE 21 FIRST REQUEST FOR DOCUMENTS

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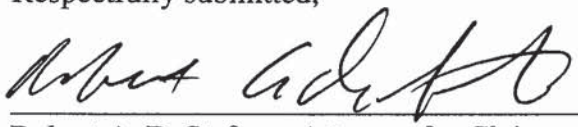
Respectfully submitted,



Robert A. DeStefano, Attorney for Claimant

AMERICAN ARBITRATION ASSOCIATION

JAMES CHELMOWSKI v. AT&T
CASE # 51 434 263 13

PROOF OF SERVICE BY EMAIL

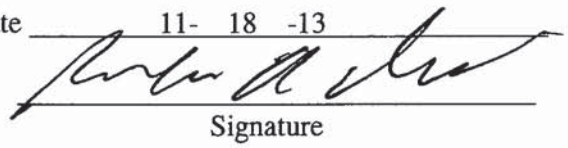
I, Robert DeStefano certify; that I served Claimant's Rule 21 First Request for Documents to the following on November 18, 2013:

Thomas J. Green
TG6738@att.com

Heather Pope
PopeH@adr.org

Celeste Hammond
7hammond@jmls.edu

Date 11- 18 -13



Signature

GROUP EXHIBIT C

Product Brief

AT&T Secure E-Mail Gateway – security as a service

Managing the thousands of e-mail messages that pass through a typical organization's servers every day is an enormous task. Dedicating in-house IT resources to ensure security, availability, and compliance for vast amounts of e-mail traffic is one approach – but doing so diverts these valuable resources from strategic work that advances business goals. Thankfully, there is a better way. With AT&T Secure E-Mail Gateway (SEG), you can:

- Help protect your company against spam, viruses, worms, phishing scams, and other malware threats before they ever reach your network
- Depend on a 60 calendar day rolling e-mail storage for web-based e-mail access during planned and unplanned server outages
- Monitor and act on all outbound e-mail containing content that violates your data loss prevention policies
- Easily utilize e-mail encryption when needed without disruption to end-user workflow
- Economically and efficiently archive every e-mail message to meet document retention requirements

AT&T SEG helps you protect, access, and archive your e-mail with no hardware to buy, no software to install, no backup tapes to mount, and no maintenance to perform.

AT&T Secure E-Mail Gateway Service Overview

AT&T SEG service is a network-based solution that blocks spam, viruses, and other inbound e-mail malware threats before they reach your network. Just as important as blocking inbound attacks, SEG also gives you the features you need to support outbound e-mail filtering to help protect your company against loss of sensitive information and potential legal liability. SEG can also provide message archiving with unlimited storage. And, in the event of unexpected e-mail downtime or disaster, SEG helps address your business continuity needs. AT&T SEG, utilizing technology by McAfee, integrates its e-mail protection capabilities and global threat intelligence into the AT&T Network Gateway nodes to deliver Security as a Service solutions. AT&T SEG is available in a choice of two inbound/outbound service levels (Advanced and Premium). Optional support for message archiving is also available.

AT&T Secure E-Mail Gateway – Advanced

AT&T SEG Advanced service offers far more than traditional spam prevention. It provides complete, multi-layered e-mail filtering protection using a combination of proven spam filters, leading antivirus engines, fraud protection, content filtering, and e-mail attack protection. Our easy-to-administer cloud-based service identifies, quarantines, blocks, and cleans suspect e-mail messages before they can enter or leave your network. This helps shield your network and critical messaging gateways from e-mail attacks, instantly blocking denial of service and other SMTP-based attacks, including directory harvest attacks, e-mail bombs, and channel flooding. If your own e-mail servers become unavailable, your end-users can access their incoming mail through an easy-to-use web interface enabling them to send and receive messages.

Benefits

- Rapid deployment
- No hardware or software to buy, maintain, manage or update
- No encryption certificates/keys to manage
- No up-front capital outlay
- No setup or upgrade fees
- Simple web-based administration and reporting
- 24x7x365 techinical trouble support

Features

- In the cloud filtering to block threats before they reach your network
- Advanced spam and fraud protection
- Triple virus and worm scanning to block malware
- Web link scanning blocks messages with links to known malicious websites
- Outbound content scanning on keywords, attachments, regular expressions and and registered documents
- End-user transparent encryption
- Disaster recovery spooling and continuity
- Powerful e-discovery features to retrieve information quickly
- Full support for industry and regulatory compliance requirements
- Bundled Secure Network Gateway Service that provides simple billing with one contract, one bill and price discounts when purchasing more than one service

at&t

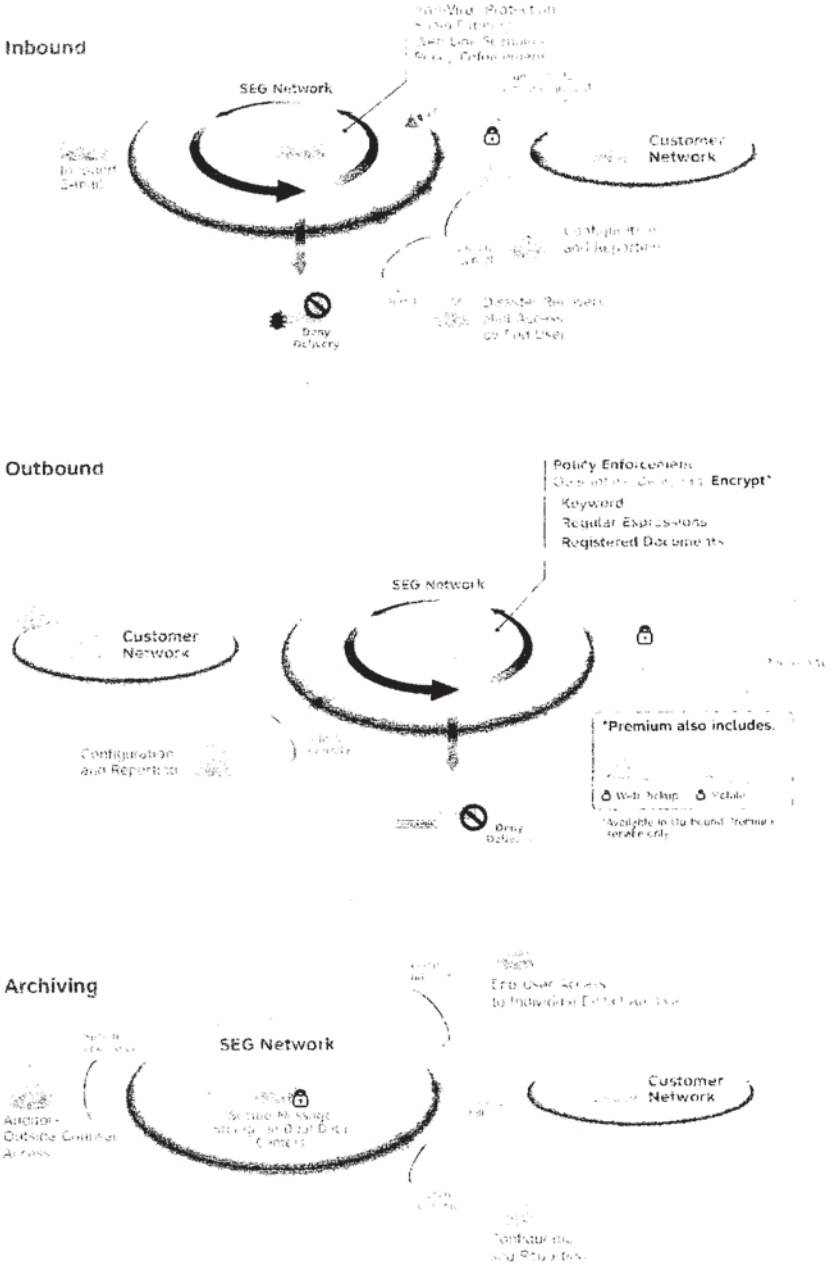
AT&T Secure E-Mail Gateway – Premium
AT&T SEG Premium service includes all of the same features as the Advanced service plus enhanced encryption features to help protect enterprises from liabilities associated with privacy and data security regulations such as The Health Insurance Portability and Accountability Act (HIPAA), Gramm-Leach-Bliley Act (GLBA), PCI Compliance, and Securities and Exchange Commission (SEC) rules. SEG Premium service provides a way to utilize e-mail encryption as part of your data loss prevention strategy (DLP). Encryption complexities are completely hidden from end users ensuring ease of use. Your IT Administrator uses a simple web-based administration console to configure encryption and DLP policies and view reports. Data is encrypted using industry-trusted standard PKI (Public Key Infrastructure) and S/MIME technologies for encryption and digital signatures, relying on standard X.509 certificates.

Optional Message Archiving
AT&T SEG Message Archiving option takes care of all your e-mail storage, management, and retrieval needs, and it supports your requirements without the need to manage backup media and onsite storage. Whether you need to recover a stored e-mail message in response to an e-discovery request, to demonstrate compliance, or simply as an accurate record of "who said what to whom," you want to produce the message as quickly as possible. With the Message Archiving option, you can easily access one message – or thousands of messages – in seconds, using either simple or advanced search criteria, including user, date range, metadata, message content, and even attachment content. The service supports unlimited storage with customer determined retention periods from 30 calendar days to 10 years. The Message Archiving option can be added to either SEG Advanced or Premium.

With AT&T Secure E-Mail Gateway you get the e-mail security features, and reliability you need, while leaving the filtering infrastructure and network management to us.

AT&T Secure Network Gateway
AT&T Secure Network Gateway service delivers state-of-the-art security features with proactive monitoring and management. We have conveniently packaged and simplified the purchasing, contracting and billing of AT&T Network-Based Firewall Service, AT&T Secure E-mail Gateway Service and AT&T Web Security Service under one contract and one invoice providing an efficient and cost-effective way to meet your business security needs.

AT&T Secure E-Mail Gatewa



08/22/12 AB-1892-04
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CRN

AT&T Launches Secure E-Mail Archiving

By Matt Villano, CRN 6:02 PM EST Wed. Apr. 07, 2004

Telecommunications giant AT&T Tuesday unveiled a managed e-mail archiving service designed to help enterprise customers store e-mail correspondence and more easily comply with industry and federal data retention regulations.

The service, appropriately titled AT&T E-Mail Archiving, was expected to be available to channel partners immediately.

Eric Shepcaro, vice president of AT&T's Emerging Services division, said the archiving service creates an online e-mail database that is easily retrieved by the user. It also supports single-instance store capabilities, retaining only one copy of a message or attachment on demand.

"As we continue to expand our storage portfolio, we are addressing a critical market need for an e-mail archiving solution," he said from the company's Bedminster, N.J. headquarters. "We are focused on providing customers with a managed option that gives them an alternative to doing it themselves."

Shepcaro said the AT&T archiving service is based on Centera technology from EMC Corp., Hopkinton, Mass., and the Enterprise Vault from KVS, Arlington Texas. The service also is supported by AT&T's integrated global enterprise management system, a predictive system that captures, consolidates, and correlates performance data across a customer's networks, servers and applications.

With AT&T E-Mail Archiving, as the volume of e-mail correspondence increases, the service removes and archives e-mail and attachments from the production environment, offloading the archival process to AT&T and optimizing a client's storage environment. AT&T then securely transmits e-mail data to one of 21 AT&T Internet data centers, indexes all messages passing through the mail environment, and stores the content in its original format.

Pricing for the service was not immediately available.

Shepcaro said the company plans to open 4 additional data centers before the end of the year, bringing its total number of data centers to 25.

Attribute Metadata

The following table shows the attribute metadata for the email ent

SchemaName	Type	RequiredLevel	IsValidFo rCreate	IsValidF orRead	IsValidFo rUpdate	CanBeSecure dForCreate	CanBeSecur edForRead	CanBeSecure dForUpdate	IsCusto mizable	IsAuditE nabled	IsMan aged	IsPrim aryId	IsPrimar yName	IsRena meable	IsSecur ed	IsValidForAd vancedFind	DisplayName
ActivityId	Uniqueidentifie	SystemRequired	TRUE	TRUE	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	TRUE	TRUE	FALSE	TRUE	FALSE	TRUE	E-mail Message
ActivityTypeCode	EntityName	SystemRequired	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	TRUE	TRUE	TRUE	FALSE	FALSE	TRUE	FALSE	TRUE	Activity Type
ActualDurationMinute	Integer	None	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE	TRUE	TRUE	TRUE	FALSE	FALSE	TRUE	FALSE	TRUE	Duration
ActualEnd	DateTime	None	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE	TRUE	TRUE	TRUE	FALSE	FALSE	TRUE	FALSE	TRUE	Actual End
ActualStart	DateTime	None	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE	TRUE	TRUE	TRUE	FALSE	FALSE	TRUE	FALSE	TRUE	Actual Start
bcc	PartyList	None	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE	TRUE	TRUE	TRUE	FALSE	FALSE	TRUE	FALSE	FALSE	Bcc
Category	String	None	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE	TRUE	TRUE	TRUE	FALSE	FALSE	TRUE	FALSE	TRUE	Category
cc	PartyList	None	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE	TRUE	TRUE	TRUE	FALSE	FALSE	TRUE	FALSE	FALSE	Cc
Compressec	Boolear	SystemRequired	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	TRUE	TRUE	TRUE	FALSE	FALSE	TRUE	FALSE	TRUE	Compressior
CreatedBy	Lookup	None	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	TRUE	FALSE	FALSE	TRUE	FALSE	TRUE	Created By
CreatedOn	DateTime	None	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	TRUE	FALSE	FALSE	TRUE	FALSE	TRUE	Created On
CreatedOnBehalfBy	Lookup	None	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	TRUE	FALSE	FALSE	TRUE	FALSE	TRUE	Created By (Delegate)
DeliveryAttempts	Integer	None	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE	TRUE	TRUE	TRUE	FALSE	FALSE	TRUE	FALSE	TRUE	No. of Delivery Attempt:
DeliveryReceiptRequestec	Boolear	None	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	Delivery Receipt Requeste
Description	Memo	None	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE	TRUE	TRUE	TRUE	FALSE	FALSE	TRUE	FALSE	TRUE	Description
DirectionCode	Boolear	None	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE	TRUE	TRUE	TRUE	FALSE	FALSE	TRUE	FALSE	TRUE	Direction
ExchangeRate	Decimal	None	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	TRUE	TRUE	TRUE	FALSE	FALSE	TRUE	FALSE	TRUE	Exchange Rate
from	PartyList	None	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE	TRUE	TRUE	TRUE	FALSE	FALSE	TRUE	FALSE	FALSE	From
ImportSequenceNumber	Integer	None	TRUE	TRUE	FALSE	FALSE	FALSE	FALSE	TRUE	TRUE	TRUE	FALSE	FALSE	TRUE	FALSE	TRUE	Import Sequence Number
IsBillec	Boolear	None	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE	TRUE	TRUE	TRUE	FALSE	FALSE	TRUE	FALSE	TRUE	Is Billec
IsRegularActivity	Boolear	SystemRequired	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	TRUE	TRUE	TRUE	FALSE	FALSE	TRUE	FALSE	TRUE	Is Regular Activity
IsWorkflowCreatec	Boolear	None	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE	TRUE	TRUE	TRUE	FALSE	FALSE	TRUE	FALSE	TRUE	Is Workflow Create
MessageId	String	None	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE	TRUE	TRUE	TRUE	FALSE	FALSE	TRUE	FALSE	TRUE	Message ID
MessageIdDupCheck	Uniqueidentifie	SystemRequired	TRUE	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	Message ID Dup Check
MimeType	String	None	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	Mime Type
ModifiedBy	Lookup	None	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	TRUE	FALSE	FALSE	TRUE	FALSE	TRUE	Modified By
ModifiedOr	DateTime	None	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	TRUE	FALSE	FALSE	TRUE	FALSE	TRUE	Modified Or
ModifiedOnBehalfBy	Lookup	None	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	TRUE	FALSE	FALSE	TRUE	FALSE	TRUE	Modified By (Delegate
Notifications	Picklist	None	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE	TRUE	TRUE	TRUE	FALSE	FALSE	TRUE	FALSE	FALSE	Notifications
OverriddenCreatedOr	DateTime	None	TRUE	TRUE	FALSE	FALSE	FALSE	FALSE	TRUE	TRUE	TRUE	FALSE	FALSE	TRUE	FALSE	TRUE	Record Created Or
OwnerId	Owner	SystemRequired	TRUE	TRUE	FALSE	FALSE	FALSE	FALSE	TRUE	TRUE	TRUE	FALSE	FALSE	TRUE	FALSE	TRUE	Owner
OwningBusinessUn	Lookup	None	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	Owning Business Un
OwningTeam	Lookup	None	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	TRUE	FALSE	FALSE	TRUE	FALSE	TRUE	Owning Team
OwningUser	Lookup	None	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	TRUE	FALSE	FALSE	TRUE	FALSE	TRUE	Owning User
PriorityCode	Picklist	None	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE	TRUE	TRUE	TRUE	FALSE	FALSE	TRUE	FALSE	TRUE	Priority
ReadReceiptRequestec	Boolear	None	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	Read Receipt Requeste
RegardingObjectId	Lookup	None	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE	TRUE	TRUE	TRUE	FALSE	FALSE	TRUE	FALSE	TRUE	Regarding
ScheduledDurationMinute	Integer	None	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	TRUE	TRUE	TRUE	FALSE	FALSE	TRUE	FALSE	TRUE	Scheduled Duratior
ScheduledEnd	DateTime	None	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE	TRUE	TRUE	TRUE	FALSE	FALSE	TRUE	FALSE	TRUE	Due Date
ScheduledStart	DateTime	None	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE	TRUE	TRUE	TRUE	FALSE	FALSE	TRUE	FALSE	TRUE	Start Date
Sender	String	None	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE	TRUE	TRUE	TRUE	FALSE	FALSE	TRUE	FALSE	TRUE	Sender
ServiceId	Lookup	None	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	Service
StateCode	State	SystemRequired	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	TRUE	TRUE	TRUE	FALSE	FALSE	TRUE	FALSE	TRUE	Activity Status
StatusCode	Status	None	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE	TRUE	TRUE	TRUE	FALSE	FALSE	TRUE	FALSE	TRUE	Status Reasor
Subcategory	String	None	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE	TRUE	TRUE	TRUE	FALSE	FALSE	TRUE	FALSE	TRUE	Sub-Category
Subject	String	None	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE	TRUE	TRUE	TRUE	FALSE	TRUE	TRUE	FALSE	TRUE	Subject
SubmittedBy	String	None	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE	TRUE	TRUE	TRUE	FALSE	FALSE	TRUE	FALSE	TRUE	Submitted By
TimeZoneRuleVersionNumbe	Integer	None	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE	TRUE	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	Time Zone Rule Version Numb
to	PartyList	None	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE	TRUE	TRUE	TRUE	FALSE	FALSE	TRUE	FALSE	FALSE	To
ToRecipients	String	None	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE	TRUE	TRUE	TRUE	FALSE	FALSE	TRUE	FALSE	TRUE	To Recipients
TrackingToken	String	None	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE	TRUE	TRUE	TRUE	FALSE	FALSE	TRUE	FALSE	TRUE	Tracking Token
TransactionCurrencyId	Lookup	None	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE	TRUE	TRUE	TRUE	FALSE	FALSE	TRUE	FALSE	TRUE	Currency
UTCConversionTimeZoneCod	Integer	None	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE	TRUE	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	UTC Conversion Time Zone Cod
VersionNumbe	Bigint	None	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	Version Numbe

EX-0253

AMERICAN ARBITRATION ASSOCIATION

JAMES CHELMOWSKI v. AT&T
CASE # 51 434 263 13

PROOF OF SERVICE BY EMAIL

I, Robert DeStefano certify; that I served Claimant's Motion to Compel to the following on November 29, 2013:

Celeste Hammond
7hammond@jmls.edu

Thomas J. Green
TG6738@att.com

Heather Pope
PopeH@adr.org

Date 11- 29 -13

Signature

AMERICAN ARBITRATION ASSOCIATION

JAMES CHELMOWSKI v. AT&T
CASE # 51 434 263 13

MOTION TO COMPEL AND FOR SANCTIONS

NOW COMES the Claimant JAMES CHELMOWSKI by and through his attorneys ROBERT A. DESTEFANO and ASSOCIATES, P.C., and in his Motion to Compel against AT&T pursuant to Federal Rules of Procedure 26 and 37, Illinois Supreme Court Rules 201, 214 and 219 and AAA Rule 21 Exchange of Information and states as follows:

1. That on November 29, 2013 Claimant's Motion to Compel was forwarded and on December 4, 2013 was heard by way of teleconference which yielded an agreement of the parties and email by Arbitrator Hammond as follows:

> **1) A document production by Respondent, including items requested by Claimant in its Claimant's Rule 21 First Request for Documents as limited by the attorney/client privilege, no later than 5:00 pm Chicago time January 15, 2014.**
>
> **2) Both parties will exchange any documents they plan to use as exhibits at the hearing no later than 5:00 pm Chicago time January 15, 2014.**
>
> **3) Hearing currently set for December 17, 2013 is continued to Friday February 28, 2014 at 9:30 am in Chicago office of AAA.**

2. That after business hours on January 14, 2014 Claimant received the alleged production response from AT&T.

3. That the response is not coordinated with the request previously served, not numbered and is not in any way coordinated to reflect what production request is being answered including but not limited to the following:

(a) There is no response from the 12 items requested and ordered to be answered by Arbitrator Hammond;

(b) AT&T logs are full of white-out and cut and paste comments omitting critical comments;

(c) The emails that AT&T provided were carefully pulled out of only two windows and were from 5-12-10 to 5-17-10 and omitted various emails after that time period;

(d) Many documents are missing. In AT&T's response it is mentioned that Margaret Tramell wrote a letter to FCC but AT&T refuses to provide the 4-11-11 letter. Also a 3-8-11 letter from Stephanie Maidlow was not produced.

4. That a subpoena has been forwarded to Neustar who is not answering the subpoena upon information and belief because AT&T is not authorizing the release of this information relative to the Claimant's claim. (See Subpoena and email responses from Neustar attached hereto as Group Exhibit A).

5. That on January 16, 2014 Claimant received an email from AT&T stating it was not producing various people as witnesses. Communications with Ralph Delavega, Sherri Baker and Margaret Trammel and other witnesses referred to are pertinent, relevant and material to the Claimant's case and these witnesses ought to be produced. (See January 16, 2014 correspondence attached hereto as Exhibit B).

6. That AT&T possesses numerous documents relevant and material and information relating to issues in controversy in this matter that it can easily retrieve and forward.

7. That the needs for this production outweighs the minimal burden, if any on AT&T and the Claimant is prejudiced by AT&T's lack of response to the Rule 21 First Request For Documents thereby inhibiting his ability to present his case in any Hearing as well as presenting his trial exhibits, documents and witness lists.

8. That Rule 21 states:

(a) At the request of any party or at the discretion of the arbitrator, consistent with the expedited nature of arbitration, the arbitrator may direct

(i) the production of documents and other information, and
(ii) the identification of any witness to be called

(b) At least five business days prior to the hearing, the parties shall exchange copies of all exhibits they intend to submit at the hearing.

(c) The arbitrator is authorized to resolve any disputes concerning the exchange of information.

9. That it is necessary for AT&T to fully respond to the Rule 21 First Request For Documents to enable the Claimant to fully present his claims.

10. The Principle 13 of the AAA Consumer Due Process Protocol, Access to Information states:

> "No party should ever be denied the right to a fundamentally-fair process due to an inability to obtain information material to a dispute. Consumer ADR agreements which provide for binding arbitration should establish procedures for arbitrator-supervised exchange of information prior to arbitration, bearing in mind the expedited nature of arbitration"

11. That given current technology it would take minimal time for AT&T to comply with the production requests because it takes AT&T seconds with their software and technology to obtain documents. For example, pursuant to AT&T's advertising detailing the SEG Message Archiving product and other AT&T email products the advertisement states:

> "with the Messaging Archiving option, you can easy access one message or thousands of messages – in seconds, using either simple or advance search criteria including user, date range, metadata, message content and even attachment content." .."retention periods..to ten years". (See Group Exhibit C).

12. The time period in question is less than 10 years.

13. That it is necessary that AT&T's actions in not responding to the Rule 21 First Request For Documents be redressed by sanctions including barring AT&T from testifying and other pleadings of AT&T be stricken as well as other appropriate sanctions.

14. That the Claimant is prejudiced by AT&T's lack of response to production and not producing key witnesses further increasing the expense of litigation and thereby inhibiting Claimant's ability to present his case in any hearing, pretrial or trial.

15. That it is necessary that AT&T's actions in not fully responding to production requests be redressed by sanctions including assessing previous daily monetary sanction from January 15, 2014 to the present, an order barring AT&T from testifying and other pleadings of AT&T be stricken as well as other further and appropriate sanctions.

WHEREFORE, the Claimant JAMES CHELMOWSKI respectfully requests and prays that an order be entered in his favor and against AT&T as follows:

A. That AT&T answer the Rule 21 First Request For Documents instanter;

B. That AT&T shall be barred from testifying at hearing, for its failure to fully comply with Claimant's request and this Arbitrator's order of December 4, 2013;

C. That AT&T shall be further barred from presenting witnesses, documents and its responses stricken for its failure to fully comply with Claimant's request and this Arbitrator's order of December 4, 2013;

D. That this Arbitrator enter such sanctions against AT&T and in addition to the abovementioned as it deems appropriate including attorneys' fees as it relates to this Motion to Compel and For Sanctions;

E. And for such other and further equitable relief as this court deems fit.

Respectfully submitted,

Robert A. DeStefano, Attorney for Claimant

Robert A. DeStefano and Associates, P.C.
6547 W. Cermak
Berwyn, Illinois 60402
708-749-9514

Group

A

AMERICAN ARBITRATION ASSOCIATION

JAMES CHELMOWSKI v. AT&T
CASE # 51 434 263 13

DISCOVERY SUBPOENA DUCES TECUM

This Subpoena Will Not Necessitate Your Personal Appearance if You Sign the Enclosed Statement and All Your Original Records By December 4, 2013 or in person on December 5, 2013 at 10:00a.m. For information call 708-749-9514

To: Neustar, Inc.
c/o CT Corporation
208 S. LaSalle, Suite 814
Chicago, IL 60604

YOU ARE COMMANDED ALSO to bring the following: ANY AND ALL documents internal and external, emails, working papers, logs, submitted to others, filings for the porting of 847-768-0000 started on 12/10/2009 and 847-768-0400 started in 12/10/2009 plus 3/18/2011 porting of all 4 numbers 847-768-0400, 847-768-0000, 847-744-5626 and 847-917-2384. This should include all communication to and from James Chelmowski, other companies or carriers, including but not limited to FCC, North American Numbering Council (NANC), Number Portability Administration Center Service Management System (NPAC SMS), National Exchange Carrier Association (NECA), other government agencies and other companies regarding porting of all these numbers in this request. **(See attached records and information to assist in further record retrieval as Exhibit A).**

YOUR FAILURE TO SUBMIT ORIGINAL RECORDS AND/OR TO APPEAR AT THE LAW OFFICES OF ROBERT A. DESTEFANO, 6547 W. CERMAK, BERWYN, ILLINOIS IN RESPONSE TO THIS SUBPOENA WILL SUBJECT YOU TO PUNISHMENT FOR CONTEMPT OF THIS COURT.

WITNESS 11/29, 2013

Robert A. DeStefano

Name	Robert A DeStefano
Attorney for	Claimant
Address	6547 W. Cermak, Suite LL1
City	Berwyn, IL 60402
Telephone	708-749-9514

I served this subpoena by mailing a copy to Neustar, Inc., c/o CT Corporation, 208 S. LaSalle, Suite 814, Chicago, IL 60604 by certified mail on November 29, 2013. I paid the witness Twenty ($20.00) Dollars for witness fees enclosed.

E

Gmail by Google

Bob DeStefano < bdestefano@rdestefanolaw.com>

Subpoena to Neustar

Konde, Alex < alex.konde@neustar.biz> Tue, Jan 14, 2014 at 9:24 AM
To: Bob DeStefano <bdestefano@rdestefanolaw.com>

BTW, I haven't forgotten this. I'm making headway.

From: Bob DeStefano [mailto:bdestefano@rdestefanolaw.com]
Sent: Friday, January 10, 2014 6:28 PM
To: Konde, Alex
Cc: Jim Chelmowski
Subject: Re: Subpoena to Neustar

[Quoted text hidden]

Gmail by Google

Bob DeStefano < bdestefano@rdestefanolaw.com>

Subpoena to Neustar

Bob DeStefano < bdestefano@rdestefanolaw.com> Wed, Jan 29, 2014 at 10:22 AM
To: "Konde, Alex" <alex.konde@neustar.biz>

Alex,

Please let me know if you are supplying the information requested in our subpoena so I may advise the Arbitrator accordingly and make a decision on filing a suit to compel. Thanks

Bob
[Quoted text hidden]

Gmail by Google

Bob DeStefano < bdestefano@rdestefanolaw.com>

Subpoena to Neustar

Konde, Alex < alex.konde@neustar.biz> Wed, Jan 29, 2014 at 11:15 AM
To: Bob DeStefano <bdestefano@rdestefanolaw.com>

I will work on it right now....

From: Bob DeStefano [mailto:bdestefano@rdestefanolaw.com]
Sent: Wednesday, January 29, 2014 11:23 AM
To: Konde, Alex

[Quoted text hidden]

[Quoted text hidden]

Thomas J. Green
General Attorney
AT&T Mobility & Consumer Markets
Suite C570
1025 Lenox Park Blvd NE
Atlanta, GA 30319

T: 404.986-1187
F: 404.986-1809
Tg6738@att.com

B

January 16, 2014

VIA E-Mail (bdestefano@rdestefanolaw.com)

Robert A. DeStefano
6547 W. Cermak
Berwyn, Illinois 60402

Re: *James Chelmowski v. AT&T*, American Arbitration Association, Case No. 51 434 E 00263 13 hepo

Dear Mr. DeStefano,

I am in receipt of your e-mail dated January 15, 2014 attaching a witness list and exhibit list. Please be advised that AT&T intends to call Jim Camberis and Nate Camper as witnesses for this case. AT&T will not be producing Margaret Trammel or Sherri Baker as adverse witnesses. Ms. Trammel, a Manager in the Office of the President, was simply responsible for sending a response letter to the FCC. She did not have any personal dealings with Mr. Chelmowski regarding the issues set forth in his amended demand for arbitration and her response letter speaks for itself. Similarly, Ms. Sherri Baker, also from the Office of the President, was responsible for sending a response letter to the Illinois Attorney General's Office. She did not have any personal dealings with Mr. Chelmowski regarding the issues asserted in his amended demand for arbitration and her response letter speaks for itself. Mr. Chelmowski's dealings were with Mr. Jim Camberis and Nate Camper.

Further, AT&T will not be producing Ann Mittelstead, a senior paralegal, Stephanie Maidlow, an in-house attorney, or Jan Mendel, lead discovery manager. All three of these employees work in AT&T's Legal Department and their involvement regarding Mr. Chelmowski's claims is subject to the attorney client privilege.

Finally, AT&T will not be producing Ralph de la Vega, the CEO of AT&T Mobility LLC or John Stephens, the CFO of AT&T, Inc. as adverse witnesses in this case. Neither individual had any personal dealings with Mr. Chelmowski other than to be among the many recipients of his numerous harassing e-mails. Indeed, your attempt to call either as an adverse witness in this case is simply a further attempt on the part of you and your client to harass officers at AT&T.

Sincerely,

Thomas J. Green
General Attorney
AT&T Services, Inc.

AMERICAN ARBITRATION ASSOCIATION

JAMES CHELMOWSKI v. AT&T
CASE # 51 434 263 13

MOTION TO AMEND AND/OR CLARIFY

NOW COMES the Claimant JAMES CHELMOWSKI by and through his attorneys ROBERT A. DESTEFANO and ASSOCIATES, P.C., and in his Motion to Amend and/or Clarify states as follows:

1. That in the original claim James Chelmowski stated that AT&T continued

> "to provide inaccurate credit information about the claimant and purposely billed and/or overbilled the claimant to buttress its manufactured and unfounded defense and to further its attempts to intimidate the claimant to settle without any consideration for the pecuniary, physical and psychological damages it heaped upon Mr. Chelmowski."

Since the partial document production on January 14, 2014 and Claimant's production it is apparent that AT&T additionally has violated the Fair Credit Reporting Act 15 USCA Section 1681 et seq. as well as the Fair Debt Collection Practices Act 15 USCA Section 1692 et seq.

2. That the information that was furnished to the credit reporting agencies states that the claimant owed money to AT&T at specific amounts that was incorrect. That AT&T furnished this information to the credit reporting agencies stating that the claimant owed money for a time period of service when in fact there was no service that they could bill the Claimant for and AT&T knew or had reasonable cause to believe that, the information provided to the credit reporting agencies was inaccurate. AT&T knew or had reasonable cause to believe the information was inaccurate because James Chelmowski informed them that the amount was wrong and that service was not provided to him through the time frame reported to the credit reporting agencies. The creditor AT&T did not correct this information. AT&T by its actions as stated in this paragraph violated the

Fair Credit and Reporting Act therefore damaging the Claimant in an amount to be proved at trial.

3. AT&T made false and misleading statements in violation of 15 USCA Section 1692 et seq. (FDCPA).

4. Despite notice that the debt was disputed and the amount AT&T was trying to collect was incorrect, AT&T persisted in trying to collect the debt.

5. AT&T further made derogatory entries by way of forwarding information to the credit reporting agencies impacting the Claimant's consumer credit report thereby violating the Fair Credit and Reporting Act, 15 USCA Section 1681 et seq.

6. That the conduct of AT&T that caused actual damages to the Claimant, the Claimant seeks an award of statute damages pursuant to 15 USCA 1692 et seq.

WHEREFORE, the Claimant JAMES CHELMOWSKI respectfully requests and prays that an order be entered in his favor and against AT&T as follows:

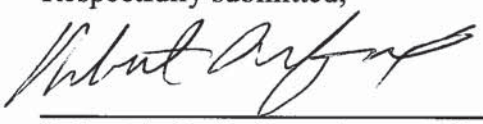
A. For an award of actual damages pursuant to USCA Section 1692k(a)(1) against AT&T and For Claimant;

B. For an award of statutory damages pursuant to the proofs and 15 USCA Section 1692k(a)(2)(A) against AT&T and for Claimant;

C. For an award of costs of litigation and reasonable attorney's fees pursuant to 15 USCA Section 1692k(a)(3) against AT&T and for Claimant;

D. For such other and further relief as may be just and proper.

Respectfully submitted,



Robert A. DeStefano, Attorney for Claimant

Robert A. DeStefano and Associates, P.C.
6547 W. Cermak
Berwyn, Illinois 60402
708-749-9514

Jim Chelmowski

From: Bob DeStefano [bdestefano@rdestefanolaw.com]
Sent: Tuesday, February 11, 2014 6:19 PM
To: Jim Chelmowski
Subject: Fwd: Chelmowski v. AT&T Mobility LLC - Response to Motion to Compel

Please review this and come by the office at 9am. Thanks

---------- Forwarded message ----------
From: **Green, Thomas J LTC USARMY (US)** <thomas.j.green.mil@mail.mil>
Date: Tue, Feb 11, 2014 at 4:59 PM
Subject: Chelmowski v. AT&T Mobility LLC - Response to Motion to Compel
To: "7hammond@jmls.edu" <7hammond@jmls.edu>
Cc: "bdestefano@rdestefanolaw.com" <bdestefano@rdestefanolaw.com>

AMERICAN ARBITRATION ASSOCIATION

Case No. 51 434 E 00263 13 hepo

James Chelmowski, Claimant

v.

AT&T Mobility LLC, Respondent,

Ms. Celeste Hammond, Esq.,

Attached please find AT&T Mobility LLC ("AT&T")'s Response to Claimant's Motion to Compel and for Sanctions:

1) AT&T complied with the Arbitrator's directive and produced the documents responsive to Claimant's Rule 21 First Request for Documents. The documents were delivered by Federal Express to Mr. DeStefano's office and were signed for by Robert DeStefano on January 15, 2014 at 11:33 a.m. The documents were all bates labeled "ATT-0001 through ATT-0241".

2) AT&T did not "white-out" or "cut and paste comments" on any of the documents which were all produced as received from AT&T's databases in the normal course of business without modification or alteration (other than, of course, being bates labeled).

3) AT&T has produced the documents it has in its possession which were sought by Claimant's First Request for Documents and which are not subject to the attorney client privilege and/or work product doctrine.

4) AT&T produced its September 22, 2011 response to the Federal Communications Commission to Mr. DeStefano as document bates labeled ATT-0077, even though the Claimant already had a copy of this document in his possession as he was copied on it when it was originally sent in 2011. Mr. Chelmowski has included in his production a response letter from Margaret Trammell dated April 11, 2011 as Section III - 0006. Ms. Trammell works for AT&T's FCC Appeal Bureau on behalf of the

landline company. I was unaware that the landline company had received and responded to an earlier FCC complaint from Mr. Chelmowski since his dispute relates to his wireless numbers. In any event, Mr. Chelmowski is already in possession of the document at issue as it was part of his production labeled Section III – 0006.

5) AT&T produced the letter to Mr. Chelmowski from Stephanie Maidlow, which is dated March 17, 2011, as documents bates labeled ATT-0104-ATT-0107. It was our belief and understanding that Stephanie Maidlow's previous version of the same letter which was dated March 8, 2011 (which is identical except for dates), was not delivered to Mr. Chelmowski and therefore we treated it as a draft of the March 17, 2011 letter. I attach a copy of that earlier letter and the tacking information from UPS indicating that it was not delivered to Mr. Chelmowski.

6) Prior to Mr. DeStefano's current motion, AT&T was not aware that he had sent a subpoena to Neustar and has not been involved in any way regarding Neustar's response or failure to respond to Mr. DeStefano's subpoena.

7) AT&T is under no obligation to produce Ralph de la Vega, the President and Chief Executive Officer of AT&T Mobility LLC, John Stephens, the Senior Executive Officer and Chief Financial Officer of AT&T, Inc., or the other out-of state witnesses identified by Mr. DeStefano in his "adverse witness" list. As indicated to Mr. DeStefano in my letter dated January 16, 2014, AT&T will be providing Jim Camberis and Nate Camper (the two individuals who actually dealt with Mr. Chelmowski and attempted to assist him with the issues which are the subject of this arbitration) as witnesses during the February 28, 2014 hearing. He will have an opportunity to cross-examine those witnesses at that time.

8) Accordingly, Claimant's Motion to Compel and for Sanctions should be denied.

Further attached is AT&T's response to Claimant's Motion to Amend and/or Clarify:

1) Commercial Arbitration Rule E-2 ("Changes of Claim or Counterclaim") provides that "After the arbitrator is appointed, however, no new or different claim or counterclaim may be submitted except with the arbitrator's consent." This case was initially filed on February 26, 2013. After being afforded (indeed required) successive opportunities to submit his amended claims, the Claimant did not submit his amended claims until September 27, 2013.

2) On February 4, 2014, within 24 days of the arbitration hearing, the Claimant is now seeking to add entirely new claims, his Fair Credit Reporting Act and Fair Debt Collection Practices Act claims, which are not based on any information that was not previously available to the Claimant when he first filed his claim nearly one year ago. Allowing the Claimant to once again amend his claim at this late stage in the proceedings is unwarranted, would be unjust and highly prejudicial to AT&T.

3) For the foregoing reasons, Claimant's Motion to Amend and/or Clarify should be denied.

Respectfully submitted,

Thomas J. Green

AT&T Mobility LLC

Jim Chelmowski

From: Bob DeStefano [bdestefano@rdestefanolaw.com]
Sent: Thursday, February 20, 2014 12:35 PM
To: Jim Chelmowski
Subject: Fwd: Chelmowski

For your records

---------- Forwarded message ----------
From: **GREEN, THOMAS J (Legal)** <TG6738@att.com>
Date: Thu, Feb 20, 2014 at 12:29 PM
Subject: RE: Chelmowski
To: "Hammond, Celeste" <7hammond@jmls.edu>
Cc: Heather Pope <PopeH@adr.org>, Bob DeStefano <bdestefano@rdestefanolaw.com>

Ms. Hammond,

As explained in the cover letter that I sent with the documents to Mr. DeStefano – even though his client should already have the documents that I produced to him, because he reiterated his request for such documents during our last conference call, I have sent Mr. DeStefano copies of Mr. Chelmowski's bills from March 2010 through the present. The documents were bates labeled ATT-0242 – ATT-1771.

Tom

Thomas J. Green

General Attorney

AT&T Services, Inc.

1025 Lenox Park Blvd

Suite C570

Atlanta, GA 30319

t: 404.986.1187

m: 404.735.7689

tg6738@att.com

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From: Bob DeStefano [mailto:bdestefano@rdestefanolaw.com]
Sent: Thursday, February 20, 2014 1:10 PM
To: Hammond, Celeste
Cc: GREEN, THOMAS J (Legal); Heather Pope
Subject: Chelmowski

Attached please find additional support for the Claimant's pending motions. I just received via FedEx 1,530 pages from AT&T of what appears to be AT&T billings to the Claimant. I will need to review this with my Client as well. Thanks.

Product Brief

AT&T Secure E-Mail Gateway – security as a service

Managing the thousands of e-mail messages that pass through a typical organization's servers every day is an enormous task. Dedicating in-house IT resources to ensure security, availability, and compliance for vast amounts of e-mail traffic is one approach – but doing so diverts these valuable resources from strategic work that advances business goals. Thankfully, there is a better way. With AT&T Secure E-Mail Gateway (SEG), you can:

- Help protect your company against spam, viruses, worms, phishing scams, and other malware threats before they ever reach your network
- Depend on a 60 calendar day rolling e-mail storage for web-based e-mail access during planned and unplanned server outages
- Monitor and act on all outbound e-mail containing content that violates your data loss prevention policies
- Easily utilize e-mail encryption when needed without disruption to end-user workflow
- Economically and efficiently archive every e-mail message to meet document retention requirements

AT&T SEG helps you protect, access, and archive your e-mail with no hardware to buy, no software to install, no backup tapes to mount, and no maintenance to perform.

AT&T Secure E-Mail Gateway Service Overview

AT&T SEG service is a network-based solution that blocks spam, viruses, and other inbound e-mail malware threats before they reach your network. Just as important as blocking inbound attacks, SEG also gives you the features you need to support outbound e-mail filtering to help protect your company against loss of sensitive information and potential legal liability. SEG can also provide message archiving with unlimited storage. And, in the event of unexpected e-mail downtime or disaster, SEG helps address your business continuity needs. AT&T SEG, utilizing technology by McAfee, integrates its e-mail protection capabilities and global threat intelligence into the AT&T Network Gateway nodes to deliver Security as a Service solutions. AT&T SEG is available in a choice of two inbound/outbound service levels (Advanced and Premium). Optional support for message archiving is also available.

AT&T Secure E-Mail Gateway – Advanced

AT&T SEG Advanced service offers far more than traditional spam prevention. It provides complete, multi-layered e-mail filtering protection using a combination of proven spam filters, leading antivirus engines, fraud protection, content filtering, and e-mail attack protection. Our easy-to-administer cloud-based service identifies, quarantines, blocks, and cleans suspect e-mail messages before they can enter or leave your network. This helps shield your network and critical messaging gateways from e-mail attacks, instantly blocking denial of service and other SMTP-based attacks, including directory harvest attacks, e-mail bombs, and channel flooding. If your own e-mail servers become unavailable, your end-users can access their incoming mail through an easy-to-use web interface enabling them to send and receive messages.

Benefits

- Rapid deployment
- No hardware or software to buy, maintain, manage or update
- No encryption certificates/keys to manage
- No up-front capital outlay
- No setup or upgrade fees
- Simple web-based administration and reporting
- 24x7x365 techinical trouble support

Features

- In the cloud filtering to block threats before they reach your network
- Advanced spam and fraud protection
- Triple virus and worm scanning to block malware
- Web link scanning blocks messages with links to known malicious websites
- Outbound content scanning on keywords, attachments, regular expressions and and registered documents
- End-user transparent encryption
- Disaster recovery spooling and continuity
- Powerful e-discovery features to retrieve information quickly
- Full support for industry and regulatory compliance requirements
- Bundled Secure Network Gateway Service that provides simple billing with one contract, one bill and price discounts when purchasing more than one service

at&t

AT&T Secure E-Mail Gateway – Premium
AT&T SEG Premium service includes all of the same features as the Advanced service plus enhanced encryption features to help protect enterprises from liabilities associated with privacy and data security regulations such as The Health Insurance Portability and Accountability Act (HIPAA), Gramm-Leach-Bliley Act (GLBA), PCI Compliance, and Securities and Exchange Commission (SEC) rules. SEG Premium service provides a way to utilize e-mail encryption as part of your data loss prevention strategy (DLP). Encryption complexities are completely hidden from end users ensuring ease of use. Your IT Administrator uses a simple web-based administration console to configure encryption and DLP policies and view reports. Data is encrypted using industry-trusted standard PKI (Public Key Infrastructure) and S/MIME technologies for encryption and digital signatures, relying on standard X.509 certificates.

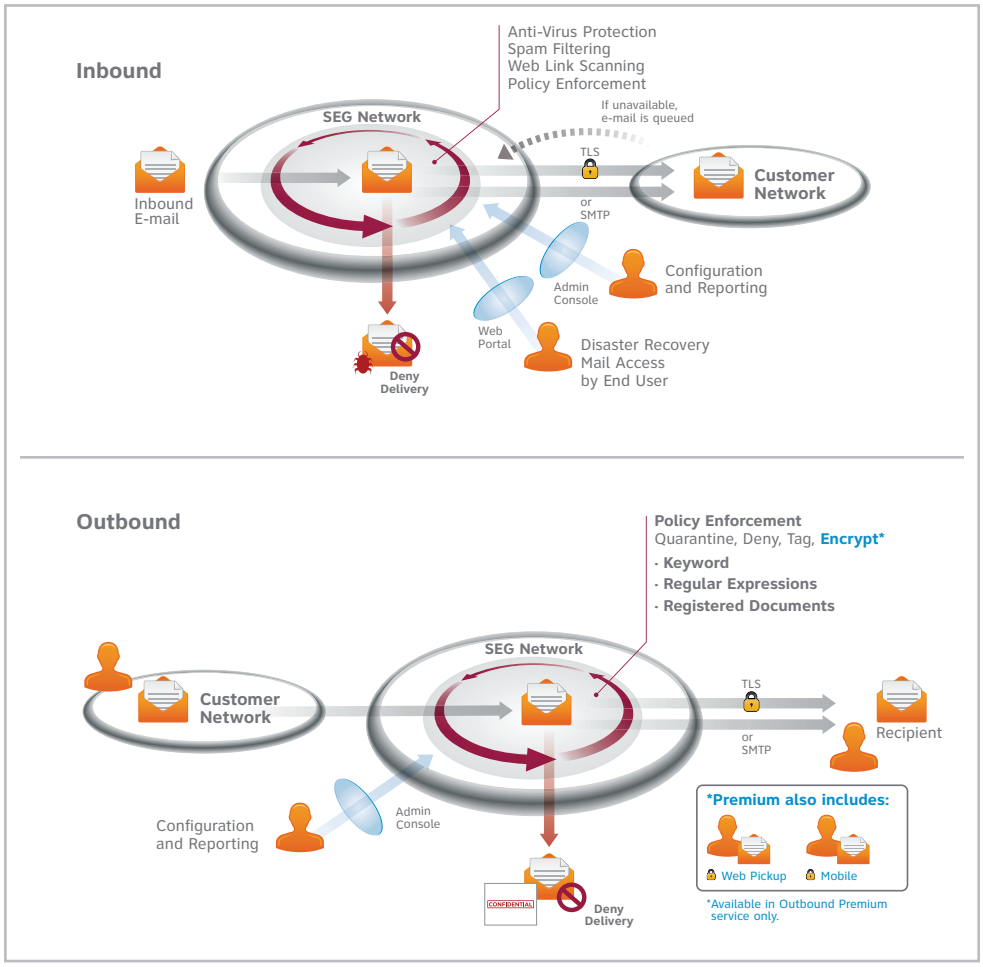
Optional Message Archiving
AT&T SEG Message Archiving option takes care of all your e-mail storage, management, and retrieval needs, and it supports your requirements without the need to manage backup media and onsite storage. Whether you need to recover a stored e-mail message in response to an e-discovery request, to demonstrate compliance, or simply as an accurate record of "who said what to whom," you want to produce the message as quickly as possible. With the Message Archiving option, you can easily access one message – or thousands of messages – in seconds, using either simple or advanced search criteria, including user, date range, metadata, message content, and even attachment content. The service supports unlimited storage with customer determined retention periods from 30 calendar days to 10 years. The Message Archiving option can be added to either SEG Advanced or Premium.

With AT&T Secure E-Mail Gateway you get the e-mail security features, and reliability you need, while leaving the filtering infrastructure and network management to us.

AT&T Secure Network Gateway

AT&T Secure Network Gateway service delivers state-of-the-art security features with proactive monitoring and management. We have conveniently packaged and simplified the purchasing, contracting and billing of AT&T Network-Based Firewall Service, AT&T Secure E-mail Gateway Service and AT&T Web Security Service under one contract and one invoice providing an efficient and cost-effective way to meet your business security needs.

AT&T Secure E-Mail Gateway



For more information about AT&T Managed Security Services, visit us at www.att.com/security, call us at 877 954-7771 or email us at mss@att.com.

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EX-0273

Jim Chelmowski

From: Bob DeStefano [bdestefano@rdestefanolaw.com]
Sent: Thursday, February 20, 2014 12:35 PM
To: Jim Chelmowski
Subject: Fwd: Chelmowski

For your records

---------- Forwarded message ----------
From: **GREEN, THOMAS J (Legal)** <TG6738@att.com>
Date: Thu, Feb 20, 2014 at 12:29 PM
Subject: RE: Chelmowski
To: "Hammond, Celeste" <7hammond@jmls.edu>
Cc: Heather Pope <PopeH@adr.org>, Bob DeStefano <bdestefano@rdestefanolaw.com>

Ms. Hammond,

As explained in the cover letter that I sent with the documents to Mr. DeStefano – even though his client should already have the documents that I produced to him, because he reiterated his request for such documents during our last conference call, I have sent Mr. DeStefano copies of Mr. Chelmowski's bills from March 2010 through the present. The documents were bates labeled ATT-0242 – ATT-1771.

Tom

Thomas J. Green

General Attorney

AT&T Services, Inc.

1025 Lenox Park Blvd

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tg6738@att.com

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From: Bob DeStefano [mailto:bdestefano@rdestefanolaw.com]
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American Arbitration Association

James Chelmowski and AT & T
Case # 51 434 263 13

Consumer Case

ORDER

Pursuant to the Consumer Arbitration Rules of the American Arbitration Association (AAA), Claimant submitted Motions 1) to Compel production of documents by Respondent 2) to Compel Respondent to produce certain witnesses 3) to provide Sanctions against Respondent including monetary sanctions, barring Respondent from testifying and striking Respondent's pleadings and 4) to Amend and/or Clarify its Claim.

The arbitrator CELESTE M HAMMOND having met with attorneys for the parties on February 12, 2014 and March 13, 2014 by telephone conference to consider Claimant's Motions and Respondent's response to those Motions and having considered both the written and oral testimony, ORDERS as follows on Claimant's Motions:

1) Deny Claimant's Motion to Compel.
2) Deny Claimant's Motion to compel certain witness EXCEPT to the extent the parties agreed to provide Claimant's attorney with the last known contact information about Troy Rudstrom whose employment with Respondent ended.
3) Deny entirely Claimant's Motion regarding imposing sanctions against Respondent.

4) Deny Claimant's Motion to Amend and/or Clarify its Claim to add relief under the federal Fair Credit Reporting Act, 15 USCA Section 1681 et seq. and under the federal Fair Debt Collection Practices Act, 15 USCA Section 1692 et seq.

This matter is set for Hearing on Thursday May 29, 2014 at 9:30 a.m. (CDT) at AAA Chicago Illinois office.

Dated: March 24, 2015

Celeste M Hammond

Arbitrator's Signature

Thomas J. Green
General Attorney
AT&T Services, Inc.
Suite C570
1025 Lenox Park Blvd NE
Atlanta, GA 30319

T: 404.986-1187
F: 404.986-1809
Tg6738@att.com

January 14, 2013

VIA FEDERAL EXPRESS

Robert A. DeStefano, Esq.
6547 W. Cermak
Berwyn, Illinois 60402

Re: *James Chlemowski v. AT&T Mobility LLC*, American Arbitration Association Case No. 51 434 E 00263 13 hepo

Dear Mr. DeStefano,

Enclosed herein are the non-privileged documents responsive to your Rule 21 First Request for Documents.

Sincerely,

Thomas J. Green
General Attorney
AT&T Services, Inc.

Window: Memos

Creation Date	TYPE	Category	Subscriber	Created By
04/03/2013 17:36:15	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text	User Text
CM - Case	::CLARIFY:: Change to OOP Escalation Case ID: CM20130327_62524685 Type: OOP/Non-Regulatory/AT&T wireless Subscriber Priority: High Status: Closed SLA: 2013-04-04 09:13:21 Condition/Workflow: Closed Notes: -> Reviewed level 1 & 2, Reviewed dynamic info, updated SoCom Resolution: Redirect to AT&T Partner Date Complete: . THE WORKING USER ID IS :ee9429

04/03/2013 17:36:08	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text	User Text
CM - Case	::CLARIFY:: Change to OOP Escalation Case ID: CM20130327_62524685 Type: OOP/Non-Regulatory/AT&T wireless Subscriber Priority: High Status: Solving SLA: 2013-04-04 09:13:21 Condition/Workflow: Open . THE WORKING USER ID IS :ee9429

04/03/2013 17:22:14	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text	User Text
CM - Case	::CLARIFY:: Change to OOP Escalation Case ID: CM20130327_62524685 Type: OOP/Non-Regulatory/AT&T wireless Subscriber Priority: High Status: Solving SLA: 2013-04-04 09:13:21 Condition/Workflow: Open . THE WORKING USER ID IS :cc4625

04/03/2013 15:53:31	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text	User Text
CM - Case	::CLARIFY:: Change to OOP Escalation Case ID: CM20130327_62524685 Type: OOP/Non-Regulatory/AT&T wireless Subscriber Priority: High Status: Solving SLA: 2013-04-04 09:13:21 Condition/Workflow: Open-Dispatch . THE WORKING USER ID IS :cc4625

04/03/2013 08:35:33	Office of the Pres	COLL	- -	1911608 - CATREAL P

System Text	User Text
OOP Escalation	Mr. Whitehurst wanted to let us know that there is someone calling pretending to be AT&T from 787-397-5000. I thanked him for bringing this to our attention and will report it to the appropiate persons. Catreal Perkins

04/02/2013 13:08:12	Bill Reprint	CSM	- -	10020332 - ANN MITTE

System Text	User Text
Bill Reprint requested in local mode, One copy was printed . Charge was not created.	

04/02/2013 13:06:49	Bill Reprint	CSM	- -	10020332 - ANN MITTE

System Text	User Text
Bill Reprint requested in local mode, One copy was printed . Charge was not created.	

Creation Date	TYPE	Category	Subscriber	Created By
04/02/2013 13:06:27	Bill Reprint	CSM	- -	10020332 - ANN MITTE

System Text	UserText
Bill Reprint requested in local mode, One copy was printed . Charge was not created.	

04/02/2013 08:56:48	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text	UserText
CM - Case	::CLARIFY:: Change to OOP Escalation Case ID: CM20130327_62524685 Type: OOP/Non-Regulatory/AT&T wireless Subscriber Priority: High Status: Solving SLA: 2013-04-04 09:13:21 Condition/Workflow: Open . THE WORKING USER ID IS :cc4625

03/29/2013 16:19:52	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text	UserText
CM - Case	::CLARIFY:: Change to OOP Escalation Case ID: CM20130327_62524685 Type: OOP/Non-Regulatory/AT&T wireless Subscriber Priority: High Status: Solving SLA: 2013-04-04 09:13:21 Condition/Workflow: Open . THE WORKING USER ID IS :cc4625

03/29/2013 04:23:30	Ass/Rea Agency	COLL	- -	30261 - ORBIT - API

System Text	UserText
Collection agency is assigned/reassigned to %s.	OCA Recall from OCA P3 Enhanced Recovery Co - HQ, phone: 8004964598 , on: 03/29/2013 . THE WORKING USER ID IS :ORBIT

03/28/2013 10:47:24	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text	UserText
CM - Case	::CLARIFY:: Change to OOP Escalation Case ID: CM20130327_62518797 Type: OCA/Update Agency Priority: Critical Status: Closed SLA: 2013-03-29 10:06:20 Condition/Workflow: Closed Notes: -> change credit class to n while accoutn is under review with the oop ..lt8917 Resolution: Agency hold for 90 days Date Complete: . THE WORKING USER ID IS :lt8917

03/28/2013 10:47:17	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text	UserText
CM - Case	::CLARIFY:: Change to OOP Escalation Case ID: CM20130327_62518797 Type: OCA/Update Agency Priority: Critical Status: Solving SLA: 2013-03-29 10:06:20 Condition/Workflow: Open . THE WORKING USER ID IS :lt8917

03/28/2013 10:46:20	Change credit class	COLL	- -	702746 - LINDA THOM

System Text	UserText
Credit class manually changed to N from B.	change credit class to n while accoutn is under review with the oop ..lt8917

Creation Date	TYPE	Category	Subscriber	Created By
03/28/2013 09:15:23	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text	User Text
CM - Case	::CLARIFY:: Change to OOP Escalation Case ID: CM20130327_62518797 Type: OCA/Update Agency Priority: Critical Status: Solving SLA: 2013-03-29 10:06:20 Condition/Workflow: Open . THE WORKING USER ID IS :db6864

03/28/2013 08:42:19	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text	User Text
CM - Case	::CLARIFY:: Change to OOP Escalation Case ID: CM20130327_62524685 Type: OOP/Non-Regulatory/AT&T wireless Subscriber Priority: High Status: Solving SLA: 2013-04-04 09:13:21 Condition/Workflow: Open . THE WORKING USER ID IS :cc4625

03/27/2013 09:57:12	CM - Interaction	CRM	- -	30145 - CLARIFY CRM

System Text	User Text
CM - Interaction	::CLARIFY:: Interaction Action: Escalation; ID: CM20130327_62518797 Need: Payments/Payment and Payment Information/Payment Information Notes: Created on: 2013-03-27 10:57:08.0 Created by: cc4625 (Perkins, Catreal) Caller: JIM CHELMOWSKI;Owner;847 744-5626;Not Verified; . THE WORKING USER ID IS :cc4625

03/27/2013 09:14:22	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text	User Text
CM - Case	::CLARIFY:: Change to OOP Escalation Case ID: CM20130327_62524685 Type: OOP/Non-Regulatory/AT&T wireless Subscriber Priority: High Status: Solving SLA: 2013-04-04 09:13:21 Condition/Workflow: Open . THE WORKING USER ID IS :cc4625

03/27/2013 09:11:39	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text	User Text
CM - Case	::CLARIFY:: Change to OOP Escalation Case ID: CM20130327_62518797 Type: OCA/Update Agency Priority: Critical Status: Solving SLA: 2013-03-29 10:06:20 Condition/Workflow: Open-Dispatch . THE WORKING USER ID IS :db6864

03/27/2013 09:11:15	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text	User Text
CM - Case	::CLARIFY:: Change to OOP Escalation Case ID: CM20130327_62518797 Type: OCA/Update Agency Priority: Critical Status: Solving SLA: 2013-03-29 10:06:20 Condition/Workflow: Open . THE WORKING USER ID IS :cc4625

03/27/2013 09:09:25	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text	User Text
CM - Case	::CLARIFY:: Change to OOP Escalation Case ID: CM20130327_62518797 Type: OCA/Update Agency Priority: Normal Status: Solving SLA: 2013-03-29 10:06:20 Condition/Workflow: Open . THE WORKING USER ID IS :cc4625

Creation Date	TYPE	Category	Subscriber	Created By
03/27/2013 09:06:25	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text	UserText
CM - Case	::CLARIFY:: Case Case ID: CM20130327_62518797 Created on: 2013-03-27 10:06:21.0 Created by: cc4625 (Perkins, Catreal) Caller: JIM CHELMOWSKI Type: OCA/Update Agency Priority: Normal Status: Solving SLA: 2013-04-01 10:06:20 . THE WORKING USER ID IS :cc4625

03/27/2013 08:29:24	CM - Interaction	CRM	- -	30145 - CLARIFY CRM

System Text	UserText
CM - Interaction	::CLARIFY:: Interaction Action: Escalation; ID: CM20130327_62524685 Need: Bill/Billed Usage Charges/Airtime Charges Notes: Created on: 2013-03-27 09:29:15.0 Created by: ff6407 (Folgoso, Fernando) Caller: JIM CHELMOWSKI;Owner;847 744-5626;Not Verified; . THE WORKING USER ID IS :ff6407

03/27/2013 08:29:00	Office of the Pres	COLL	- -	1911608 - CATREAL P

System Text	UserText
OOP Escalation	Please immediately place a temporary hold on all collection activity, pending legal resolution.

03/27/2013 08:28:45	Dispute Info change	BAN	- -	1911608 - CATREAL P

System Text	UserText
Debt Dispute: $345.88 Bill Date: 03/11/2013, set on date: 03/27/2013	

03/27/2013 08:17:35	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text	UserText
CM - Case	::CLARIFY:: Change to OOP Escalation Case ID: CM20130327_62524685 Type: OOP/Non-Regulatory/AT&T wireless Subscriber Priority: High Status: Solving SLA: 2013-04-04 09:13:21 Condition/Workflow: Open . THE WORKING USER ID IS :ff6407

03/27/2013 08:17:04	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text	UserText
CM - Case	::CLARIFY:: Change to OOP Escalation Case ID: CM20130327_62524685 Type: OOP/Non-Regulatory/AT&T wireless Subscriber Priority: High Status: Solving SLA: 2013-04-04 09:13:21 Condition/Workflow: Open . THE WORKING USER ID IS :ff6407

03/27/2013 08:15:43	Office of the Pres	COLL	708-744-5626	100006480 - FERNAND

System Text	UserText
OOP Escalation	OOP is engaged. This account has been escalated to the Office of the President Specialist Catreal Perkins. Resolution notes to follow. Please assist the customer with any general needs.

Creation Date	TYPE	Category	Subscriber	Created By
03/27/2013 08:13:27	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text	UserText
CM - Case	::CLARIFY:: OOP Escalation Case ID: CM20130327_62524685 Created on: 2013-03-27 09:13:21.0 Created by: ff6407 (Folgoso, Fernando) Caller: JIM CHELMOWSKI Type: OOP/Non-Regulatory/AT&T wireless Subscriber Priority: High Status: Solving SLA: 2013-04-04 09:13:21 . THE WORKING USER ID IS :ff6407

12/03/2012 11:59:53	Collection General	COLL	- -	10147369 - STARR CA

System Text	UserText
	Working Oasis bill reprint worklist...sc945x dcc

12/03/2012 11:59:47	Bill Reprint	CSM	- -	10147369 - STARR CA

System Text	UserText
Bill Reprint requested in local mode, One copy was printed from page 1 to 3. Charge was not created.	

12/03/2012 11:59:28	Bill Reprint	CSM	- -	10147369 - STARR CA

System Text	UserText
Bill Reprint requested in local mode, One copy was printed from page 1 to 3. Charge was not created.	

12/03/2012 11:59:17	Bill Reprint	CSM	- -	10147369 - STARR CA

System Text	UserText
Bill Reprint requested in local mode, One copy was printed from page 1 to 3. Charge was not created.	

09/18/2012 04:15:34	Ass/Rea Agency	COLL	- -	30261 - ORBIT - API

System Text	UserText
Collection agency is assigned/reassigned to %s.	OCA PLACEMENT AT OCA P3 ENHANCED RECOVERY CO - HQ, PHONE: 8004964598 , ON: 09/18/2012, TOTAL AMOUNT PLACED: $345.88 . THE WORKING USER ID IS :ORBIT

09/17/2012 03:49:44	Ass/Rea Agency	COLL	- -	30261 - ORBIT - API

System Text	UserText
Collection agency is assigned/reassigned to %s.	OCA RECALL FROM OCA P2 BUREAU OF COLL RECVRY - HQ, PHONE: 8008317311 , ON: 09/17/2012 . THE WORKING USER ID IS :ORBIT

09/16/2012 04:22:45	Ass/Rea Agency	COLL	- -	30261 - ORBIT - API

System Text	UserText
Collection agency is assigned/reassigned to %s.	OCA RECALL FROM OCA P2 BUREAU OF COLL RECVRY - HQ, PHONE: 8008317311 , ON: 09/16/2012 . THE WORKING USER ID IS :ORBIT

Creation Date	TYPE	Category	Subscriber	Created By
09/15/2012 04:58:24	Ass/Rea Agency	COLL	- -	30261 - ORBIT - API

System Text	UserText
Collection agency is assigned/reassigned to %s.	OCA RECALL FROM OCA P2 BUREAU OF COLL RECVRY - HQ, PHONE: 8008317311 , ON: 09/15/2012 . THE WORKING USER ID IS :ORBIT

03/16/2012 04:58:11	Ass/Rea Agency	COLL	- -	30261 - ORBIT - API

System Text	UserText
Collection agency is assigned/reassigned to %s.	OCA PLACEMENT AT OCA P2 BUREAU OF COLL RECVRY - HQ, PHONE: 8008317311 , ON: 03/16/2012, TOTAL AMOUNT PLACED: $345.88 . THE WORKING USER ID IS :ORBIT

03/15/2012 05:29:31	Ass/Rea Agency	COLL	- -	30261 - ORBIT - API

System Text	UserText
Collection agency is assigned/reassigned to %s.	OCA RECALL FROM OCA P1 SW CREDIT SYSTEMS - HQ, PHONE: 8004623894 , ON: 03/15/2012 . THE WORKING USER ID IS :ORBIT

01/16/2012 16:17:19	Collection General	COLL	- -	850690 - HARRIET KIN

System Text	UserText
	Forward scanned documents to agency..hs9737..DALCC

01/16/2012 14:28:32	Collection General	COLL	- -	10147369 - STARR CA

System Text	UserText
	Working Oasis bill reprint worklist...sc945x dcc

01/16/2012 14:28:18	Bill Reprint	CSM	- -	10147369 - STARR CA

System Text	UserText
Bill Reprint requested in local mode, One copy was printed from page 1 to 3. Charge was not created.	

01/16/2012 14:28:09	Bill Reprint	CSM	- -	10147369 - STARR CA

System Text	UserText
Bill Reprint requested in local mode, One copy was printed from page 1 to 3. Charge was not created.	

01/16/2012 14:27:24	Bill Reprint	CSM	- -	10147369 - STARR CA

System Text	UserText
Bill Reprint requested in local mode, One copy was printed from page 1 to 3. Charge was not created.	

01/16/2012 14:27:11	Bill Reprint	CSM	- -	10147369 - STARR CA

System Text	UserText
Bill Reprint requested in local mode, One copy was printed from page 1 to 3. Charge was not created.	

Creation Date	TYPE	Category	Subscriber	Created By
09/23/2011 13:32:13	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text	User Text
CM - Case	::CLARIFY:: CHANGE TO OOP ESCALATION CASE ID: CM20110831_26702265 TYPE: OOP/REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: HIGH STATUS: CLOSED SLA: 2011-09-16 10:12:06 CONDITION/WORKFLOW: CLOSED NOTES: -> **OOP ESCALATION ** SEPTEMBER 23, 2011 UPLOADED RESPONSE AND CLOSED OR SENT TO EER CASE MANAGER. RESOLUTION: RESOLVED - OFFER ACCEPTED DATE COMPLETE: . THE WORKING USER ID IS :FF6407

09/23/2011 13:31:56	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text	User Text
CM - Case	::CLARIFY:: CHANGE TO OOP ESCALATION CASE ID: CM20110831_26702265 TYPE: OOP/REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: HIGH STATUS: DIRECTOR REVIEW SLA: 2011-09-16 10:12:06 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :FF6407

09/23/2011 13:31:24	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text	User Text
CM - Case	::CLARIFY:: CHANGE TO OOP ESCALATION CASE ID: CM20110831_26702265 TYPE: OOP/REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: HIGH STATUS: DIRECTOR REVIEW SLA: 2011-09-16 10:12:06 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :DR7011

09/23/2011 13:25:43	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text	User Text
CM - Case	::CLARIFY:: CHANGE TO OOP ESCALATION CASE ID: CM20110831_26702265 TYPE: OOP/REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: HIGH STATUS: DIRECTOR REVIEW SLA: 2011-09-16 10:12:06 CONDITION/WORKFLOW: OPEN-DISPATCH . THE WORKING USER ID IS :DR7011

09/23/2011 13:25:31	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text	User Text
CM - Case	::CLARIFY:: CHANGE TO OOP ESCALATION CASE ID: CM20110831_26702265 TYPE: OOP/REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: HIGH STATUS: LETTER WRITERS SLA: 2011-09-16 10:12:06 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :DR7011

09/23/2011 13:13:49	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text	User Text
CM - Case	::CLARIFY:: CHANGE TO OOP ESCALATION CASE ID: CM20110831_26702265 TYPE: OOP/REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: HIGH STATUS: LETTER WRITERS SLA: 2011-09-16 10:12:06 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :SB1402

Creation Date	TYPE	Category	Subscriber	Created By
09/23/2011 12:15:25	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text	UserText
CM - Case	::CLARIFY:: CHANGE TO OOP ESCALATION CASE ID: CM20110831_26702265 TYPE: OOP/REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: HIGH STATUS: WAITING CUSTOMER INFORMATION SLA: 2011-09-16 10:12:06 CONDITION/WORKFLOW: OPEN-DISPATCH . THE WORKING USER ID IS :SB1402

Creation Date	TYPE	Category	Subscriber	Created By
09/23/2011 11:07:11	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text	UserText
CM - Case	::CLARIFY:: CHANGE TO OOP ESCALATION CASE ID: CM20110831_26702265 TYPE: OOP/REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: HIGH STATUS: WAITING CUSTOMER INFORMATION SLA: 2011-09-16 10:12:06 CONDITION/WORKFLOW: OPEN-DISPATCH . THE WORKING USER ID IS :SB1402

Creation Date	TYPE	Category	Subscriber	Created By
09/21/2011 17:30:53	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text	UserText
CM - Case	::CLARIFY:: CHANGE TO OOP ESCALATION CASE ID: CM20110831_26702265 TYPE: OOP/REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: HIGH STATUS: WAITING CUSTOMER INFORMATION SLA: 2011-09-16 10:12:06 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :SB1402

Creation Date	TYPE	Category	Subscriber	Created By
09/21/2011 09:22:04	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text	UserText
CM - Case	::CLARIFY:: CHANGE TO OOP ESCALATION CASE ID: CM20110831_26702265 TYPE: OOP/REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: HIGH STATUS: WAITING CUSTOMER INFORMATION SLA: 2011-09-16 10:12:06 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :SB1402

Creation Date	TYPE	Category	Subscriber	Created By
09/20/2011 10:33:50	Ass/Rea Agency	COLL	- -	30261 - ORBIT - API

System Text	UserText
Collection agency is assigned/reassigned to %s.	OCA PLACEMENT AT OCA P1 SW CREDIT SYSTEMS - HQ, PHONE: 8004623894 , ON: 09/20/2011, TOTAL AMOUNT PLACED: $345.88 . THE WORKING USER ID IS :ORBIT

Creation Date	TYPE	Category	Subscriber	Created By
09/19/2011 09:20:38	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text: CM - Case

UserText:
::CLARIFY:: CHANGE TO OOP ESCALATION
CASE ID: CM20110831_26702265
TYPE: OOP/REGULATORY/AT&T WIRELESS SUBSCRIBER
PRIORITY: HIGH
STATUS: WAITING CUSTOMER INFORMATION
SLA: 2011-09-16 10:12:06
CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :SB1402

09/19/2011 04:23:56	Ass/Rea Agency	COLL	- -	30261 - ORBIT - API

System Text: Collection agency is assigned/reassigned to %s.

UserText:
OCA RECALL FROM OCA P0 PRINCE PARKER - HQ, PHONE: 8002762423 , ON: 09/19/2011 . THE WORKING USER ID IS :ORBIT

09/18/2011 13:58:38	Ass/Rea Agency	COLL	- -	30261 - ORBIT - API

System Text: Collection agency is assigned/reassigned to %s.

UserText:
OCA RECALL FROM OCA P0 PRINCE PARKER - HQ, PHONE: 8002762423 , ON: 09/18/2011 . THE WORKING USER ID IS :ORBIT

09/17/2011 11:24:21	Ass/Rea Agency	COLL	- -	30261 - ORBIT - API

System Text: Collection agency is assigned/reassigned to %s.

UserText:
OCA RECALL FROM OCA P0 PRINCE PARKER - HQ, PHONE: 8002762423 , ON: 09/17/2011 . THE WORKING USER ID IS :ORBIT

09/15/2011 12:09:43	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text: CM - Case

UserText:
::CLARIFY:: CHANGE TO OOP ESCALATION
CASE ID: CM20110831_26702265
TYPE: OOP/REGULATORY/AT&T WIRELESS SUBSCRIBER
PRIORITY: HIGH
STATUS: WAITING CUSTOMER INFORMATION
SLA: 2011-09-16 10:12:06
CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :SB1402

09/15/2011 12:09:27	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text: CM - Case

UserText:
::CLARIFY:: CHANGE TO OOP ESCALATION
CASE ID: CM20110831_26702265
TYPE: OOP/REGULATORY/AT&T WIRELESS SUBSCRIBER
PRIORITY: HIGH
STATUS: WAITING CUSTOMER INFORMATION
SLA: 2011-09-16 10:12:06
CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :SB1402

09/12/2011 21:19:34	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text: CM - Case

UserText:
::CLARIFY:: CHANGE TO OOP ESCALATION
CASE ID: CM20110831_26702265
TYPE: OOP/REGULATORY/AT&T WIRELESS SUBSCRIBER
PRIORITY: HIGH
STATUS: WAITING CUSTOMER INFORMATION
SLA: 2011-09-16 10:12:06
CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :SB1402

Creation Date	TYPE	Category	Subscriber	Created By
09/01/2011 17:43:43	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text	UserText
CM - Case	::CLARIFY:: CHANGE TO OOP ESCALATION CASE ID: CM20110831_26702265 TYPE: OOP/REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: HIGH STATUS: SOLVING SLA: 2011-09-16 10:12:06 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :SB1402

Creation Date	TYPE	Category	Subscriber	Created By
09/01/2011 13:12:22	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text	UserText
CM - Case	::CLARIFY:: CHANGE TO OOP ESCALATION CASE ID: CM20110831_26702265 TYPE: OOP/REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: HIGH STATUS: SOLVING SLA: 2011-09-16 10:12:06 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :SB1402

Creation Date	TYPE	Category	Subscriber	Created By
08/31/2011 16:47:56	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text	UserText
CM - Case	::CLARIFY:: CHANGE TO OOP ESCALATION CASE ID: CM20110831_26702265 TYPE: OOP/REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: HIGH STATUS: SOLVING SLA: 2011-09-16 10:12:06 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :JC1073

Creation Date	TYPE	Category	Subscriber	Created By
08/31/2011 13:10:59	Adjust Charge	FINN	847-768-0400	25807 - JAMES CAMBI

System Text	UserText
Charge adjusted. Bill date: 05/11/2011. Amount: $65.84. Reason: Recurring Charge Adjustment.	issued a credit for 19 days of service as customer ported other numbers out on 4/6 and was suspended NP on 4/27 this done solely as a courtesy all other charges on account are valid and owed...j camberis

Creation Date	TYPE	Category	Subscriber	Created By
08/31/2011 12:35:00	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text	UserText
CM - Case	::CLARIFY:: CHANGE TO OOP ESCALATION CASE ID: CM20110831_26702265 TYPE: OOP/REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: HIGH STATUS: SOLVING SLA: 2011-09-16 10:12:06 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :LP9597

Creation Date	TYPE	Category	Subscriber	Created By
08/31/2011 12:16:27	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text	UserText
CM - Case	::CLARIFY:: CHANGE TO OOP ESCALATION CASE ID: CM20110831_26702265 TYPE: OOP/REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: HIGH STATUS: SOLVING SLA: 2011-09-16 10:12:06 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :YV7169

Creation Date	TYPE	Category	Subscriber	Created By
08/31/2011 09:19:03	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text	UserText
CM - Case	::CLARIFY:: CHANGE TO OOP ESCALATION CASE ID: CM20110831_26702265 TYPE: OOP/REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: HIGH STATUS: SOLVING SLA: 2011-09-16 10:12:06 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :FF6407

Creation Date	TYPE	Category	Subscriber	Created By
08/31/2011 09:13:27	CM - Interaction	CRM	- -	30145 - CLARIFY CRM

System Text

CM - Interaction

UserText

::CLARIFY:: INTERACTION
ACTION: ESCALATION; ID: CM20110831_26702265
NEED: ACCOUNT/CANCELLATION/CONTRACTS/PORT-OUT/PORT-OUT PROCES
NOTES:
CREATED ON: 2011-08-31 10:13:16.0
CREATED BY: FF6407 (FOLGOSO, FERNANDO)
CALLER: JIM CHELMOWSKI;OWNER;847 768-0400;NOT VERIFIED; . THE WORKING USER ID IS :FF6407

08/31/2011 09:13:07	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text

CM - Case

UserText

::CLARIFY:: CHANGE TO OOP ESCALATION
CASE ID: CM20110831_26702265
TYPE: OOP/REGULATORY/AT&T WIRELESS SUBSCRIBER
PRIORITY: HIGH
STATUS: SOLVING
SLA: 2011-09-16 10:12:06
CONDITION/WORKFLOW: OPEN-DISPATCH . THE WORKING USER ID IS :FF6407

08/31/2011 09:12:52	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text

CM - Case

UserText

::CLARIFY:: CHANGE TO OOP ESCALATION
CASE ID: CM20110831_26702265
TYPE: OOP/REGULATORY/AT&T WIRELESS SUBSCRIBER
PRIORITY: HIGH
STATUS: SOLVING
SLA: 2011-09-16 10:12:06
CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :FF6407

08/31/2011 09:12:15	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text

CM - Case

UserText

::CLARIFY:: OOP ESCALATION
CASE ID: CM20110831_26702265
CREATED ON: 2011-08-31 10:12:07.0
CREATED BY: FF6407 (FOLGOSO, FERNANDO)
CALLER: JIM CHELMOWSKI
TYPE: OOP/REGULATORY/AT&T WIRELESS SUBSCRIBER
PRIORITY: HIGH
STATUS: SOLVING
SLA: 2011-09-16 10:12:06 . THE WORKING USER ID IS :FF6407

07/18/2011 02:03:31	Receive Note Message	BAN	- -	SYSTEM

System Text

Receive Notification Message: Version status change to OLD

UserText

07/18/2011 02:03:31	Receive Note Message	BAN	- -	SYSTEM

System Text

Receive Notification Message: DS request successfully processed

UserText

07/18/2011 01:52:15	Msg acknowledgment	SUB	847-768-0400	30190 - TLG NUMBER

System Text

AN ACKNOWLEDGMENT HAS BEEN RECEIVED FOR TRANSACTION: TLILL459833337, ACTIVITY IS: UPDATE MDN EXCEPTION, STATUS IS: SUCCESS

UserText

Creation Date	TYPE	Category	Subscriber	Created By
07/18/2011 02:05:29	Disconnect Req Send	SUB	847-768-0400	SYSTEM

System Text: Disconnect Request sent. Subscriber is 8477680400. Due date is 07/18/2011.

UserText:

06/19/2011 05:02:14	Ass/Rea Agency	COLL	- -	30261 - ORBIT - API

System Text: Collection agency is assigned/reassigned to %s.

UserText: OCA PLACEMENT AT OCA P0 PRINCE PARKER - HQ, PHONE: 8002782423 , ON: 06/19/2011, TOTAL AMOUNT PLACED: $411.72 . THE WORKING USER ID IS :ORBIT

06/18/2011 07:30:53	Write-Off	FINN	- -	30261 - ORBIT - API

System Text: Account written-off. Reason: NON PAYMENT. Balance before write-off: $411.72.

UserText:

06/06/2011 05:55:51	MAILED LETTER	DIAL	- -	30261 - ORBIT - API

System Text:

UserText: DUNNING LETTER SENT. LETTER: TLFNL1 LETTER NAME: FINAL DEMAND LETTER LETTER DATE: 06/06/2011 . THE WORKING USER ID IS :ORBIT

05/31/2011 05:41:12	EMAILED DUNNING	BAN	- -	30261 - ORBIT - API

System Text: EMAIL DUNNING LETTER SENT

UserText: DUNNING EMAIL SENT. ACCOUNT ID:254633342 NAME:JIM CHELMOWSKI EMAIL ADDRESS:CHELMOWSKI@COMCAST.NET EMAIL REQUEST DATE:20110531020632 EMAIL TEMPLATE ID:EMA004 PAST AMOUNT DUE:303.90 TOTAL AMOUNT DUE:406.72 BILLING DATE:20110505 . THE WORKING USER ID IS :ORBIT

05/28/2011 20:27:31	Collection General	COLL	- -	1905393 - TIER 2 DIALI

System Text:

UserText: AUTODIALER HANDLED CALL - ANSWERING MACHINE - CALLED:8477290818 - DATE TIME CALLED: 5/28/2011 2:19:39 PM . THE WORKING USER ID IS :DIALERSYS

05/26/2011 17:44:05	Collection General	COLL	- -	1905393 - TIER 2 DIALI

System Text:

UserText: AUTODIALER HANDLED CALL - NO VOICE DETECTED - LEFT MESSAGE - CALLED:8477290818 - DATE TIME CALLED: 5/26/2011 12:40:17 PM . THE WORKING USER ID IS :DIALERSYS

05/19/2011 01:00:52	RFM short memo	CSM	G56-773-9	SYSTEM

System Text: BAN: 254633342, Group: G567739 performed a Cancellation. Rollover minutes balance is: 8463.

UserText:

05/19/2011 19:45:07	Collection General	COLL	- -	30261 - ORBIT - API

System Text:

UserText: COLLECTION USER NOTE - PRIMARY STATE ROUTED - . THE WORKING USER ID IS :ORBIT

Creation Date	TYPE	Category	Subscriber	Created By
05/19/2011 16:57:40	MDN internal cancel	SUB	847-768-0400	77098236 - ROBIN GAI

System Text: An internal MDN cancellation (CANI) action was created for the Port Out request <1122015NPMK> due to the subscriber cancellation

UserText:

05/19/2011 16:57:39	Cancel BAN	BAN	- -	77098236 - ROBIN GAI

System Text: BAN Cxld (1 Subs). Eff: 05/19/2011. Rsn: NON PAY CACS-T CANCE. $0.00 dpst rel under review. Rate: $0.00. Waived: N. Method: . Type: Flat.

UserText: working special projects... cancel failed... rg182d dcc

05/14/2011 10:43:06	Collection General	COLL	- -	1905393 - TIER 2 DIALI

System Text:

UserText: AUTODIALER HANDLED CALL - POSITIVE VOICE - CALLED:8477290818 - DATE TIME CALLED: 5/14/2011 9:11:15 AM . THE WORKING USER ID IS :DIALERSYS

05/13/2011 11:37:34	Collection General	COLL	- -	1905393 - TIER 2 DIALI

System Text:

UserText: AUTODIALER HANDLED CALL - NO ANSWER - CALLED:8477290818 - DATE TIME CALLED: 5/13/2011 9:24:21 AM . THE WORKING USER ID IS :DIALERSYS

05/12/2011 17:15:17	Collection General	COLL	- -	1905393 - TIER 2 DIALI

System Text:

UserText: AUTODIALER HANDLED CALL - NO ANSWER - CALLED:8477290818 - DATE TIME CALLED: 5/12/2011 11:50:19 AM . THE WORKING USER ID IS :DIALERSYS

05/12/2011 04:47:32	CPNI Notification	BAN	- -	1902048 - EDD API ID

System Text: CPNI Notification

UserText: COLLECTION SMS DUNNING SENT TO 847-768-0400 ON 04/08/2011 . THE WORKING USER ID IS :EDDSYSID

05/11/2011 11:24:03	Collection General	COLL	- -	1905393 - TIER 2 DIALI

System Text:

UserText: AUTODIALER HANDLED CALL - NO ANSWER - CALLED:8477290818 - DATE TIME CALLED: 5/11/2011 9:45:02 AM . THE WORKING USER ID IS :DIALERSYS

05/10/2011 11:58:54	Collection General	COLL	- -	1905393 - TIER 2 DIALI

System Text:

UserText: AUTODIALER HANDLED CALL - NO ANSWER - CALLED:8477290818 - DATE TIME CALLED: 5/10/2011 10:00:30 AM . THE WORKING USER ID IS :DIALERSYS

05/09/2011 11:34:08	Collection General	COLL	- -	1905393 - TIER 2 DIALI

System Text:

UserText: AUTODIALER HANDLED CALL - NO ANSWER - CALLED:8477290818 - DATE TIME CALLED: 5/9/2011 9:18:46 AM . THE WORKING USER ID IS :DIALERSYS

Creation Date	TYPE	Category	Subscriber	Created By
05/07/2011 11:03:56	Collection General	COLL	- -	1905393 - TIER 2 DIALI
System Text			UserText	
			AUTODIALER HANDLED CALL - POSITIVE VOICE - CALLED:8477290818 - DATE TIME CALLED: 5/7/2011 10:37:09 AM . THE WORKING USER ID IS :DIALERSYS	
05/06/2011 11:06:54	Collection General	COLL	- -	1905393 - TIER 2 DIALI
System Text			UserText	
			AUTODIALER HANDLED CALL - NO ANSWER - CALLED:8477290818 - DATE TIME CALLED: 5/6/2011 9:13:30 AM . THE WORKING USER ID IS :DIALERSYS	
05/05/2011 17:02:37	Collection General	COLL	- -	1905393 - TIER 2 DIALI
System Text			UserText	
			AUTODIALER HANDLED CALL - NO ANSWER - CALLED:8477290818 - DATE TIME CALLED: 5/5/2011 12:02:38 PM . THE WORKING USER ID IS :DIALERSYS	
05/04/2011 06:16:00	MAILED LETTER	DIAL	- -	30261 - ORBIT - API
System Text			UserText	
			DUNNING LETTER SENT. LETTER: TLCAN1 LETTER NAME: PRE CANCEL LETTER LETTER DATE: 05/04/2011 . THE WORKING USER ID IS :ORBIT	
05/03/2011 11:05:46	Collection General	COLL	- -	1905393 - TIER 2 DIALI
System Text			UserText	
			AUTODIALER HANDLED CALL - POSITIVE VOICE - CALLED:8477290818 - DATE TIME CALLED: 5/3/2011 9:14:08 AM . THE WORKING USER ID IS :DIALERSYS	
05/02/2011 12:16:19	Collection General	COLL	- -	1905393 - TIER 2 DIALI
System Text			UserText	
			AUTODIALER HANDLED CALL - POSITIVE VOICE - CALLED:8477290818 - DATE TIME CALLED: 5/2/2011 9:36:27 AM . THE WORKING USER ID IS :DIALERSYS	
04/30/2011 12:45:24	EMAILED DUNNING	BAN	- -	30261 - ORBIT - API
System Text			UserText	
EMAIL DUNNING LETTER SENT			DUNNING EMAIL SENT. ACCOUNT ID:254633342 NAME:JIM CHELMOWSKI EMAIL ADDRESS:CHELMOWSKI@COMCAST.NET EMAIL REQUEST DATE:20110430033604 EMAIL TEMPLATE ID:EMA003 PAST AMOUNT DUE:157.04 TOTAL AMOUNT DUE:303.90 BILLING DATE:20110405 . THE WORKING USER ID IS :ORBIT	
04/28/2011 16:51:32	Office of the Pres	COLL	847-768-0000	926596 - NATHANIEL C
System Text			UserText	
OOP Escalation			attempted to contact Mr. Chelmowski and left a message on the line ending in 5626. per nate camper oop area manager	
04/27/2011 12:05:16	Suspend BAN	BAN	- -	30261 - ORBIT - API
System Text			UserText	
BAN Suspended (1 Subscribers) effective from: 20110427. Reason: ORBIT BROKEN ARRANGE.				

Creation Date	TYPE	Category	Subscriber	Created By
04/27/2011 03:05:29	Payment Arrangement	COLL	- -	30261 - ORBIT - API

System Text

Payment Arrangement Failed. PA: %s.

UserText

PAYMENT PROMISE BROKEN: PROMISE DATE: 04/27/2011 . THE WORKING USER ID IS :ORBIT

04/25/2011 17:00:19 | CM - Case | CRM | - - | 30145 - CLARIFY CRM

System Text

CM - Case

UserText

::CLARIFY:: CHANGE TO OOP ESCALATION
CASE ID: CM20110421_20041620
TYPE: OOP/REGULATORY/AT&T WIRELESS SUBSCRIBER
PRIORITY: CRITICAL
STATUS: CLOSED
SLA: 2011-04-28 18:17:44
CONDITION/WORKFLOW: CLOSED NOTES: -> UNABLE TO REACH CUSTOMER. RESOLUTION: CLOSED - NO CONTACT DATE COMPLETE: . THE WORKING USER ID IS :SB1402

04/25/2011 17:00:01 | CM - Case | CRM | - - | 30145 - CLARIFY CRM

System Text

CM - Case

UserText

::CLARIFY:: CHANGE TO OOP ESCALATION
CASE ID: CM20110421_20041620
TYPE: OOP/REGULATORY/AT&T WIRELESS SUBSCRIBER
PRIORITY: CRITICAL
STATUS: RESOLVED
SLA: 2011-04-28 18:17:44
CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :SB1402

04/25/2011 16:57:38 | CM - Case | CRM | - - | 30145 - CLARIFY CRM

System Text

CM - Case

UserText

::CLARIFY:: CHANGE TO OOP ESCALATION
CASE ID: CM20110421_20041620
TYPE: OOP/REGULATORY/AT&T WIRELESS SUBSCRIBER
PRIORITY: CRITICAL
STATUS: SOLVING
SLA: 2011-04-28 18:17:44
CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :SB1402

04/25/2011 16:40:41 | CM - Case | CRM | - - | 30145 - CLARIFY CRM

System Text

CM - Case

UserText

::CLARIFY:: CHANGE TO OOP ESCALATION
CASE ID: CM20110421_20041620
TYPE: OOP/REGULATORY/AT&T WIRELESS SUBSCRIBER
PRIORITY: CRITICAL
STATUS: SOLVING
SLA: 2011-04-28 18:17:44
CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :JC1073

04/21/2011 17:20:28 | CM - Case | CRM | - - | 30145 - CLARIFY CRM

System Text

CM - Case

UserText

::CLARIFY:: CHANGE TO OOP ESCALATION
CASE ID: CM20110421_20041620
TYPE: OOP/REGULATORY/AT&T WIRELESS SUBSCRIBER
PRIORITY: CRITICAL
STATUS: SOLVING
SLA: 2011-04-28 18:17:44
CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :SB1402

04/21/2011 17:20:21 | CM - Interaction | CRM | - - | 30145 - CLARIFY CRM

System Text

CM - Interaction

UserText

::CLARIFY:: INTERACTION
ACTION: ESCALATION; ID: CM20110421_20041620
NEED: ACCOUNT/WLNP/PORT PROCESS/PORT-OUT PROCESS
NOTES:
CREATED ON: 2011-04-21 18:20:18.0
CREATED BY: SB1402 (BAKER, SHERRI)
CALLER: JIM CHELMOWSKI;OWNER;847 744-5626;VERIFIED WITH ACCOUNT OWNER SSN; . THE WORKING USER ID IS :SB1402

Creation Date	TYPE	Category	Subscriber	Created By
04/21/2011 17:19:48	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text	UserText
CM - Case	::CLARIFY:: CHANGE TO OOP ESCALATION CASE ID: CM20110421_20041620 TYPE: OOP/REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: CRITICAL STATUS: SOLVING SLA: 2011-04-28 18:17:44 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :SB1402

Creation Date	TYPE	Category	Subscriber	Created By
04/21/2011 17:17:58	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text	UserText
CM - Case	::CLARIFY:: OOP ESCALATION CASE ID: CM20110421_20041620 CREATED ON: 2011-04-21 18:17:45.0 CREATED BY: SB1402 (BAKER, SHERRI) CALLER: JIM CHELMOWSKI TYPE: OOP/REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: CRITICAL STATUS: SOLVING SLA: 2011-04-28 18:17:44 . THE WORKING USER ID IS :SB1402

Creation Date	TYPE	Category	Subscriber	Created By
04/21/2011 16:38:57	Office of the Pres	COLL	847-768-0400	926596 - NATHANIEL C

System Text	UserText
OOP Escalation	atttempted to contact Mr. Chelmowski at the number 847-768-0000 and on the number 847-744-5626 per nate camper oop area manager

Creation Date	TYPE	Category	Subscriber	Created By
04/20/2011 08:17:06	Office of the Pres	COLL	- -	926596 - NATHANIEL C

System Text	UserText
OOP Escalation	attempted to contact Mr. Chelmowski to discuss his final line being ported out. I left a message with my direct contact number on the number 847-744-5626 and number 847-768-0000. Per Nate Camper oop area manager.

Creation Date	TYPE	Category	Subscriber	Created By
04/19/2011 14:38:36	Acknow Received OSP	BAN	- -	SYSTEM

System Text	UserText
Acknowledgment received from OSP.	

Creation Date	TYPE	Category	Subscriber	Created By
04/19/2011 14:38:35	Port-Out Req Resp	BAN	000-000-0000	SYSTEM

System Text	UserText
Port-Out Port Request response sent to new Service Provider.	

Creation Date	TYPE	Category	Subscriber	Created By
04/19/2011 14:38:35	Other Suppl Type	BAN	000-000-0000	SYSTEM

System Text	UserText
The request was modified.Telecordia Request Number is 1122015NPMK.	

Creation Date	TYPE	Category	Subscriber	Created By
04/19/2011 09:42:15	Office of the Pres	COLL	- -	926596 - NATHANIEL C

System Text	UserText
OOP Escalation	attempted to contact the customer on the number 847-744-5626. left a message on the voicemail with my direct call back number.

Creation Date	TYPE	Category	Subscriber	Created By
04/19/2011 09:40:23	Office of the Pres	COLL	- -	926596 - NATHANIEL C

System Text

OOP Escalation

UserText

attempted to contact the customer on the number 847-768-0000. left a message on the voicemail with my direct call back number.

04/18/2011 16:19:51 | CM - Case | CRM | - - | 30145 - CLARIFY CRM

System Text

CM - Case

UserText

::CLARIFY:: CHANGE TO CASE
CASE ID: CM20110418_19893830
TYPE: LNP/PORT OUT/WIRELESS
PRIORITY: NORMAL
STATUS: CLOSED
SLA: 2011-04-19 16:16:42
CONDITION/WORKFLOW: CLOSED NOTES: -> 4/17/2011
CM20110418_19893830
ACCT # 254633342
CUST NAME JIM CHELMOWSKI
PORT # 8477680400
CB # 5018622002
THE CASE WAS SUBMITTED TO HAVE THE PORT REQ CANCELLED THAT WAS FROM ANOTHER PROVIDER TO PORT OUT THE #. WE CANT CANCEL OUT ANOTHER PROVIDERS PORT OUT REQ, CONTACTING THE CUST TO ADV THAT THEY WILL HAVE TO CONTACT THE PRO

04/18/2011 15:22:46 | CM - Case | CRM | - - | 30145 - CLARIFY CRM

System Text

CM - Case

UserText

::CLARIFY:: CHANGE TO CASE
CASE ID: CM20110418_19893830
TYPE: LNP/PORT OUT/WIRELESS
PRIORITY: NORMAL
STATUS: SOLVING
SLA: 2011-04-19 16:16:42
CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :CS065W

04/18/2011 15:19:48 | CM - Interaction | CRM | - - | 30145 - CLARIFY CRM

System Text

CM - Interaction

UserText

::CLARIFY:: INTERACTION
ACTION: CASE; ID: CM20110418_19893830
NEED: WLNP - PORT OUT/CUSTOMER/CHECK PORT STATUS
NOTES: NATE CAMPER NC4194 CI WANTING TO KNOW WHY PORT OUT REQUEST OF 8477680400 HAD NOT COMPLETED. FOUND A PORT REQUEST FROM ANOTHER PROVIDER THAT NEEDS TO BE CANCELLED OUT FIRST.
CASE # CM20110418_19893830
CREATED ON: 2011-04-18 16:19:33.0
CREATED BY: MH508J (HAMPSON, MATTHEW)
CALLER: JIM CHELMOWSKI;EMPLOYEE;NATE CAMPER;847 768-0400;VERIFIED WITH ACCOUNT OWNER SSN; . THE WORKING USER ID IS :MH5

04/18/2011 15:19:17 | CM - Case | CRM | - - | 30145 - CLARIFY CRM

System Text

CM - Case

UserText

::CLARIFY:: CHANGE TO CASE
CASE ID: CM20110418_19893830
TYPE: LNP/PORT OUT/WIRELESS
PRIORITY: NORMAL
STATUS: SOLVING
SLA: 2011-04-19 16:16:42
CONDITION/WORKFLOW: OPEN-DISPATCH . THE WORKING USER ID IS :MH508J

Creation Date	TYPE	Category	Subscriber	Created By
04/18/2011 15:19:13	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text	UserText
CM - Case	::CLARIFY:: CHANGE TO CASE CASE ID: CM20110418_19893830 TYPE: LNP/PORT OUT/WIRELESS PRIORITY: NORMAL STATUS: SOLVING SLA: 2011-04-19 16:16:42 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :MH508J

Creation Date	TYPE	Category	Subscriber	Created By
04/18/2011 15:16:52	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text	UserText
CM - Case	::CLARIFY:: CASE CASE ID: CM20110418_19893830 CREATED ON: 2011-04-18 16:16:42.0 CREATED BY: MH508J (HAMPSON, MATTHEW) CALLER: JIM CHELMOWSKI TYPE: LNP/PORT OUT/WIRELESS PRIORITY: NORMAL STATUS: SOLVING SLA: 2011-04-21 16:16:42 . THE WORKING USER ID IS :MH508J

Creation Date	TYPE	Category	Subscriber	Created By
04/18/2011 15:06:37	Upg Elg Check Result	SUB	847-768-0400	30145 - CLARIFY CRM

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: LLL.	Standard Upgrade: Result:Not eligible. Reason:Past Due - P. Future Elig Date:None. iPhone Standard Upgrade: Result:Not eligible. Reason:Past Due - P. Future Elig Date:None.

Creation Date	TYPE	Category	Subscriber	Created By
04/18/2011 11:54:49	Office of the Pres	COLL	- -	926596 - NATHANIEL C

System Text	UserText
OOP Escalation	attempted to contact the customer regarding remaing active line of service per nate camper oop area manager.

Creation Date	TYPE	Category	Subscriber	Created By
04/18/2011 08:44:28	Office of the Pres	COLL	- -	926596 - NATHANIEL C

System Text	UserText
OOP Escalation	Attempted to contact the customer on number ending with 0400 and 0000. Left a message on line ending with 0000 with my direct call back number. Reviewed the bills and there are no call records for the final active number 0400. wanted to confirm the customer was not using the service and did not need to port the final line out per nate camper oop area manager

Creation Date	TYPE	Category	Subscriber	Created By
04/15/2011 10:59:45	Office of the Pres	COLL	- -	926596 - NATHANIEL C

System Text	UserText
OOP Escalation	attempted to contact the customer on the line ending in 5626 and left a message on the voicemail. I provided my direct call back number to discuss the one line remaininig per nate camper oop area manager.

Creation Date	TYPE	Category	Subscriber	Created By
04/11/2011 13:01:34	CM - Interaction	CRM	- -	30145 - CLARIFY CRM

System Text

CM - Interaction

UserText

::CLARIFY:: INTERACTION
ACTION: ONE AND DONE
NEED: PAYMENTS/PAYMENT ARRANGEMENT(S)/PAYMENT ARRANGEMENT(S)
RESOLUTION: SET UP PAYMENT ARRANGEMENT
NOTES: OFFICE OF THE PRESIDENT,TENE BURSE,TB1352,CI BEHALF OF THE CUST
REASON
MADE A PA
RECOMMENDATION
HONOR THE PA
ADVISE CUST AS LONG PROMISE IS KEPT SERVICE WILL REMAIN ACTIVE
OFFER SSO
EDU THE CURRENT BAL AND DUE DATE
RESOLUTION
SET UP PA OF $157.04 ON 04/25/2011 MANUAL
BASED ON TENURE, ABOVE REVENUE AVERAGE, LTV 3
DOMINC MATRE, DM749A
MYC_B

04/11/2011 12:59:35	Payment Arrangement	COLL	- -	30261 - ORBIT - API

System Text

Payment Arrangement Created. PA: %s.

UserText

PROMISE TO PAY. PAYMENTS: 1 PAYMENT 1 DATE: 04/25/2011 PAYMENT 1 AMOUNT: $157.04 . THE WORKING USER ID IS :ORBIT

04/11/2011 12:59:19	Payment Arrangement	COLL	- -	30261 - ORBIT - API

System Text

Payment Arrangement Canceled. PA: %s.

UserText

PAYMENT PROMISE DELETED: 04/11/2011 . THE WORKING USER ID IS :ORBIT

04/11/2011 12:58:21	Payment Arrangement	COLL	- -	30261 - ORBIT - API

System Text

Payment Arrangement Created. PA: %s.

UserText

PROMISE TO PAY. PAYMENTS: 1 PAYMENT 1 DATE: 04/24/2011 PAYMENT 1 AMOUNT: $157.04 . THE WORKING USER ID IS :ORBIT

04/11/2011 12:56:53	Upg Elg Check Result	SUB	847-768-0400	30145 - CLARIFY CRM

System Text

Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: LLL.

UserText

Standard Upgrade: Result:Not eligible. Reason:Past Due - P. Future Elig Date:None.
iPhone Standard Upgrade: Result:Not eligible. Reason:Past Due - P. Future Elig Date:None.

04/11/2011 12:50:47	Upg Elg Check Result	SUB	847-768-0400	30145 - CLARIFY CRM

System Text

Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: AAA.

UserText

Standard Upgrade: Result:Not eligible. Reason:Past Due - P. Future Elig Date:None.
iPhone Standard Upgrade: Result:Not eligible. Reason:Past Due - P. Future Elig Date:None.

04/11/2011 12:32:58	Collection General	COLL	- -	1905393 - TIER 2 DIALI

System Text

UserText

AUTODIALER IVR CALL - ANSWERING MACHINE - CALLED:8477680400 - DATE TIME CALLED: 4/11/2011 12:31:51 PM - CALL TABLE: IVR . THE WORKING USER ID IS :DIALERSYS

Creation Date	TYPE	Category	Subscriber	Created By
04/11/2011 06:31:28	MAILED LETTER	DIAL	- -	30261 - ORBIT - API
System Text			UserText	
DUNNING LETTER SENT. LETTER: TLSUS1 LETTER NAME: PRE SUSPEND LETTER LETTER DATE: 04/11/2011 . THE WORKING USER ID IS :ORBIT				
04/09/2011 10:27:17	Collection General	COLL	- -	1905393 - TIER 2 DIALI
System Text			UserText	
AUTODIALER IVR CALL - ANSWERING MACHINE - CALLED:8477680400 - DATE TIME CALLED: 4/9/2011 11:25:33 AM - CALL TABLE: IVR . THE WORKING USER ID IS :DIALERSYS				
04/08/2011 13:48:02	CPNI Notification	BAN	- -	1902048 - EDD API ID
System Text			UserText	
CPNI Notification			ADDRESS ALERT - PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED MAIL. THIS IS AN AUTOMATED NOTE . THE WORKING USER ID IS :EDDSYSID	
04/08/2011 13:47:49	CPNI Notification	BAN	- -	1902048 - EDD API ID
System Text			UserText	
CPNI Notification			ADDRESS ALERT - PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED MAIL. THIS IS AN AUTOMATED NOTE . THE WORKING USER ID IS :EDDSYSID	
04/08/2011 13:47:49	CPNI Notification	BAN	- -	1902048 - EDD API ID
System Text			UserText	
CPNI Notification			ADDRESS ALERT - PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED MAIL. THIS IS AN AUTOMATED NOTE . THE WORKING USER ID IS :EDDSYSID	
04/08/2011 13:47:48	CPNI Notification	BAN	- -	1902048 - EDD API ID
System Text			UserText	
CPNI Notification			ADDRESS ALERT - PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED MAIL. THIS IS AN AUTOMATED NOTE . THE WORKING USER ID IS :EDDSYSID	
04/06/2011 14:28:35	Acknow Received OSP	BAN	- -	SYSTEM
System Text			UserText	
Acknowledgment received from OSP.				
04/06/2011 14:28:34	Port-Out Req Resp	BAN	000-000-0000	SYSTEM
System Text			UserText	
Port-Out Port Request response sent to new Service Provider.				
04/06/2011 14:28:34	Other Suppl Type	BAN	000-000-0000	SYSTEM
System Text			UserText	
The request was modified. Telecordia Request Number is 1122015NPMK.				

Creation Date	TYPE	Category	Subscriber	Created By
04/06/2011 14:02:34	Receive Note Message	BAN	- -	SYSTEM
System Text			UserText	
Receive Notification Message: REQUEST VERSION MUST BE 1 HIGHER THAN PREVIOUS ACKNOWLEDGEDVERSION (01)				
03/30/2011 14:22:50	Acknow Received OSP	BAN	- -	SYSTEM
System Text			UserText	
Acknowledgment received from OSP.				
03/30/2011 14:22:49	Port-Out Req Resp	BAN	000-000-0000	SYSTEM
System Text			UserText	
Port-Out Port Request response sent to new Service Provider.				
03/30/2011 14:22:49	Other Suppl Type	BAN	000-000-0000	SYSTEM
System Text			UserText	
The request was modified.Telecordia Request Number is 1122015NPMK.				
03/24/2011 19:43:16	Msg acknowledgment	SUB	847-917-2384	30190 - TLG NUMBER
System Text			UserText	
AN ACKNOWLEDGMENT HAS BEEN RECEIVED FOR TRANSACTION: TLILL419859359, ACTIVITY IS: UPDATE MDN EXCEPTION, STATUS IS: SUCCESS				
03/24/2011 19:43:13	Receive Note Message	BAN	- -	SYSTEM
System Text			UserText	
Receive Notification Message: Version status change to ACTIVE				
03/24/2011 19:43:11	Cancel SUB	CTN	847-917-2384	SYSTEM
System Text			UserText	
Sub Cxld eff 03/24/2011. Rsn: Due to Port Out. $0.00 dpst rel under review. Rate: $0.00. Waived: N. Method: . Type: .				
03/24/2011 19:37:25	Receive Note Message	BAN	- -	SYSTEM
System Text			UserText	
Receive Notification Message: Due Date Change by NSP 6006 - new date 201103240842P, OSP 6214 - due date 201103251130A,				
03/24/2011 19:37:10	Receive Note Message	BAN	- -	SYSTEM
System Text			UserText	
Receive Notification Message: OC request successfully processed				

Creation Date	TYPE	Category	Subscriber	Created By
03/24/2011 19:37:00	Receive Note Message	BAN	- -	SYSTEM
System Text			UserText	
Receive Notification Message: Other SP 6006 SV created, Port Out, DueDate 201103251130A,Version ID 176926701, Timer-Short, Hours-Long, Med Timer Ind Y,				
03/24/2011 19:36:52	Acknow Received OSP	BAN	- -	SYSTEM
System Text			UserText	
Acknowledgment received from OSP.				
03/24/2011 19:36:51	Port-Out Req Resp	BAN	000-000-0000	SYSTEM
System Text			UserText	
Port-Out Port Request response sent to new Service Provider.				
03/24/2011 19:36:50	PortOut Reqst Receiv	BAN	000-000-0000	SYSTEM
System Text			UserText	
Port-Out Port Request received from Operations Support System.				
03/24/2011 06:07:14	Msg acknowledgment	SUB	847-744-5626	30190 - TLG NUMBER
System Text			UserText	
AN ACKNOWLEDGMENT HAS BEEN RECEIVED FOR TRANSACTION: TLILL419571315, ACTIVITY IS: UPDATE MDN EXCEPTION, STATUS IS: SUCCESS				
03/24/2011 06:07:10	Receive Note Message	BAN	- -	SYSTEM
System Text			UserText	
Receive Notification Message: Version status change to ACTIVE				
03/24/2011 06:07:02	Cancel SUB	CTN	847-744-5626	SYSTEM
System Text			UserText	
Sub Cxld eff 03/24/2011. Rsn: Due to Port Out. $0.00 dpst rel under review. Rate: $0.00. Waived: N. Method: . Type: .				
03/22/2011 16:03:36	Upg Elg Check Result	SUB	847-768-0400	30232 - MyATT
System Text			UserText	
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: CCC.			Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.	
03/22/2011 16:03:35	Upg Elg Check Result	SUB	847-917-2384	30232 - MyATT
System Text			UserText	
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: CCC.			Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.	

Creation Date	TYPE	Category	Subscriber	Created By
03/22/2011 14:51:48	Upg Elg Check Result	SUB	847-744-5626	30232 - MyATT

System Text: Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: CCC.

UserText: Standard Upgrade: Result:Eligible.
iPhone Standard Upgrade: Result:Eligible.

03/22/2011 11:23:59	Msg acknowledgment	SUB	847-768-0000	30190 - TLG NUMBER

System Text: AN ACKNOWLEDGMENT HAS BEEN RECEIVED FOR TRANSACTION: TLILL418911859, ACTIVITY IS: UPDATE MDN EXCEPTION, STATUS IS: SUCCESS

UserText:

03/22/2011 11:23:58	Receive Note Message	BAN	- -	SYSTEM

System Text: Receive Notification Message: Version status change to ACTIVE

UserText:

03/22/2011 11:23:56	Cancel SUB	CTN	847-768-0000	SYSTEM

System Text: Sub Cxld eff 03/22/2011. Rsn: Due to Port Out. $0.00 dpst rel under review. Rate: $0.00. Waived: N. Method: . Type: .

UserText:

03/22/2011 11:17:11	CM - Interaction	CRM	- -	30145 - CLARIFY CRM

System Text: CM - Interaction

UserText: ::CLARIFY:: INTERACTION
ACTION: ONE AND DONE
NEED: TECHNICAL TROUBLESHOOTING/VOICEMAIL TROUBLESHOOTING/VOICEMAIL TROUBLESHOOTING
RESOLUTION: RESET PASSWORD
NOTES: PHONE NOT AVAIL NOW. NEEDS PW RESET TO ACCESS FROM LANDLINE. RESET TO 7 DIGIT # AND ADV HOW TO RETRIEVE FRO L/L. ISSUE RESOLVED.....KEVIN ROGERS (BROWN) - ATCC/MSS
CREATED ON: 2011-03-22 12:17:03.0
CREATED BY: KR7861 (ROGERS, KEVIN)
CALLER: JIM CHELMOWSKI;OWNER;847 768-0000;VERIFIED WITH ACCOUNT OWNER SSN; .

03/22/2011 11:09:30	Upg Elg Check Result	SUB	847-768-0000	30145 - CLARIFY CRM

System Text: Equipment Upgrade Eligibility Check. Last Upg Date: 03/02/2008. Last Early Upg Date: None. USC: CFY.

UserText: Standard Upgrade: Result:Eligible.
iPhone Standard Upgrade: Result:Eligible.

03/22/2011 09:36:06	Upg Elg Check Result	SUB	847-744-5626	30232 - MyATT

System Text: Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: CCC.

UserText: Standard Upgrade: Result:Eligible.
iPhone Standard Upgrade: Result:Eligible.

03/22/2011 09:29:30	Upg Elg Check Result	SUB	847-744-5626	30232 - MyATT

System Text: Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: CCC.

UserText: Standard Upgrade: Result:Eligible.
iPhone Standard Upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
03/22/2011 09:01:45	Receive Note Message	BAN	- -	SYSTEM

System Text

Receive Notification Message: OC request successfully processed

UserText

03/22/2011 09:01:40	Receive Note Message	BAN	- -	SYSTEM

System Text

Receive Notification Message: Other SP 7979 SV created, Port Out, DueDate 201103241200A,Version ID 176799204, Timer-Med, Hours-Med, Med Timer IndY,

UserText

03/21/2011 11:47:33	Acknow Received OSP	BAN	- -	SYSTEM

System Text

Acknowledgment received from OSP.

UserText

03/21/2011 11:47:32	Port-Out Req Resp	BAN	000-000-0000	SYSTEM

System Text

Port-Out Port Request response sent to new Service Provider.

UserText

03/21/2011 11:47:32	PortOut Reqst Receiv	BAN	000-000-0000	SYSTEM

System Text

Port-Out Port Request received from Operations Support System.

UserText

03/21/2011 11:43:48	Acknow Received OSP	BAN	- -	SYSTEM

System Text

Acknowledgment received from OSP.

UserText

03/21/2011 11:43:47	Port-Out Req Resp	BAN	000-000-0000	SYSTEM

System Text

Port-Out Port Request response sent to new Service Provider.

UserText

03/21/2011 11:43:46	PortOut Reqst Receiv	BAN	000-000-0000	SYSTEM

System Text

Port-Out Port Request received from Operations Support System.

UserText

03/21/2011 05:40:21	Upg Elg Check Result	SUB	847-744-5626	30232 - MyATT

System Text

Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: CCC.

UserText

Standard Upgrade: Result:Eligible.
iPhone Standard Upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
03/18/2011 09:05:40	Receive Note Message	BAN	- -	SYSTEM

System Text

Receive Notification Message: OC request successfully processed

UserText

03/18/2011 09:05:35	Receive Note Message	BAN	- -	SYSTEM

System Text

Receive Notification Message: Other SP 6006 SV created, Port Out, DueDate 201103180405P,Version ID 176651694, Timer-Short, Hours-Long, Med Timer Ind Y,

UserText

03/18/2011 09:05:26	Acknow Received OSP	BAN	- -	SYSTEM

System Text

Acknowledgment received from OSP.

UserText

03/18/2011 09:05:25	Port-Out Req Resp	BAN	000-000-0000	SYSTEM

System Text

Port-Out Port Request response sent to new Service Provider.

UserText

03/18/2011 09:05:24	PortOut Reqst Receiv	BAN	000-000-0000	SYSTEM

System Text

Port-Out Port Request received from Operations Support System.

UserText

03/11/2011 12:34:13	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text

CM - Case

UserText

::CLARIFY:: CHANGE TO CASE
CASE ID: CM20110225_17830280
TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER
PRIORITY: NORMAL
STATUS: CLOSED
SLA: 2011-03-09 12:33:15
CONDITION/WORKFLOW: CLOSED NOTES: -> CLOSED RESOLUTION: RESOLVED - NO CREDIT GIVEN DATE COMPLETE: . THE WORKING USER ID IS :JC1073

03/11/2011 12:31:12	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text

CM - Case

UserText

::CLARIFY:: CHANGE TO OOP ESCALATION
CASE ID: CM20110228_17937172
TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER
PRIORITY: CRITICAL
STATUS: CLOSED
SLA: 2011-03-03 16:00:45
CONDITION/WORKFLOW: CLOSED NOTES: -> CLOSED RESOLUTION: RESOLVED - NO CREDIT GIVEN DATE COMPLETE: . THE WORKING USER ID IS :JC1073

Creation Date	TYPE	Category	Subscriber	Created By
03/11/2011 12:29:15	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text

CM - Case

UserText

::CLARIFY:: CHANGE TO OOP ESCALATION
CASE ID: CM20110228_17937172
TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER
PRIORITY: CRITICAL
STATUS: SOLVING
SLA: 2011-03-03 16:00:45
CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :JC1073

03/08/2011 16:52:33	Upg Elg Check Result	SUB	847-768-0000	30232 - MyATT

System Text

Equipment Upgrade Eligibility Check. Last Upg Date: 03/02/2008. Last Early Upg Date: None. USC: CCC.

UserText

Standard Upgrade: Result:Eligible.
iPhone Standard Upgrade: Result:Eligible.

03/08/2011 16:52:32	Upg Elg Check Result	SUB	847-768-0400	30232 - MyATT

System Text

Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: CCC.

UserText

Standard Upgrade: Result:Eligible.
iPhone Standard Upgrade: Result:Eligible.

03/08/2011 16:52:31	Upg Elg Check Result	SUB	847-917-2384	30232 - MyATT

System Text

Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: CCC.

UserText

Standard Upgrade: Result:Eligible.
iPhone Standard Upgrade: Result:Eligible.

03/08/2011 16:51:56	Upg Elg Check Result	SUB	847-744-5626	30232 - MyATT

System Text

Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: CCC.

UserText

Standard Upgrade: Result:Eligible.
iPhone Standard Upgrade: Result:Eligible.

03/07/2011 17:58:54	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text

CM - Case

UserText

::CLARIFY:: CHANGE TO CASE
CASE ID: CM20110225_17830280
TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER
PRIORITY: NORMAL
STATUS: SOLVING
SLA: 2011-03-09 12:33:15
CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :SB1402

03/07/2011 17:58:12	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text

CM - Case

UserText

::CLARIFY:: CHANGE TO CASE
CASE ID: CM20110225_17830280
TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER
PRIORITY: NORMAL
STATUS: SOLVING
SLA: 2011-03-09 12:33:15
CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :SB1402

03/07/2011 17:57:59	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text

CM - Case

UserText

::CLARIFY:: CHANGE TO CASE
CASE ID: CM20110225_17830280
TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER
PRIORITY: NORMAL
STATUS: SOLVING
SLA: 2011-03-09 12:33:15
CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :SB1402

CONFIDENTIAL

Creation Date	TYPE	Category	Subscriber	Created By
03/07/2011 17:57:15	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text

CM - Case

UserText

::CLARIFY:: CHANGE TO CASE
CASE ID: CM20110225_17830280
TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER
PRIORITY: NORMAL
STATUS: SOLVING
SLA: 2011-03-09 12:33:15
CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :JC1073

03/03/2011 14:47:00	CPNI Notification	BAN	- -	1902048 - EDD API ID

System Text

CPNI Notification

UserText

CPNI NOTIFICATION: CTN:8477445626 BAN:254633342 NOTIFICATION METHODS:SMS ORIGINATING SYSTEM:ATLAS EVENT TYPE:BILLINGADDRESSMODIFIED
OLD VALUE: ADDRESS:800 BUSSE HWY PARK RIDGE IL 60068 INSERT DATETIME:2011-03-03 12:32:23.0
NEW VALUE: ADDRESS:6650 N NORTHWEST HWY NORTHWEST CHICAGO IL 60631 US INSERT DATETIME:2011-03-03 12:32:23.0 . THE WORKING USER ID IS :EDDSYSID

03/03/2011 11:32:19	Change Billing Addr	BAN	- -	30232 - MyATT

System Text

Billing address changed. The following error messages were issued by code

UserText

OLD ADDRESS:
800 BUSSE HWY, PARK RIDGE, IL, 60068
NEW ADDRESS:
6650 N NORTHWEST HWY, CHICAGO, IL, 60631

03/03/2011 11:31:19	Upg Elg Check Result	SUB	847-744-5626	30232 - MyATT

System Text

Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: CCC.

UserText

Standard Upgrade: Result:Eligible.
iPhone Standard Upgrade: Result:Eligible.

03/03/2011 11:10:56	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text

CM - Case

UserText

::CLARIFY:: CHANGE TO OOP ESCALATION
CASE ID: CM20110228_17937172
TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER
PRIORITY: CRITICAL
STATUS: SOLVING
SLA: 2011-03-03 16:00:45
CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :SB1402

03/03/2011 11:10:34	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text

CM - Case

UserText

::CLARIFY:: CHANGE TO OOP ESCALATION
CASE ID: CM20110228_17937172
TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER
PRIORITY: CRITICAL
STATUS: SOLVING
SLA: 2011-03-03 16:00:45
CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :SB1402

03/03/2011 11:10:05	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text

CM - Case

UserText

::CLARIFY:: CHANGE TO OOP ESCALATION
CASE ID: CM20110228_17937172
TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER
PRIORITY: CRITICAL
STATUS: SOLVING
SLA: 2011-03-03 16:00:45
CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :SB1402

Creation Date	TYPE	Category	Subscriber	Created By
03/03/2011 11:09:28	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text

CM - Case

UserText

::CLARIFY:: CHANGE TO OOP ESCALATION
CASE ID: CM20110228_17937172
TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER
PRIORITY: CRITICAL
STATUS: SOLVING
SLA: 2011-03-03 16:00:45
CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :JC1073

Creation Date	TYPE	Category	Subscriber	Created By
03/02/2011 11:16:45	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text

CM - Case

UserText

::CLARIFY:: CHANGE TO OOP ESCALATION
CASE ID: CM20110228_17937172
TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER
PRIORITY: CRITICAL
STATUS: SOLVING
SLA: 2011-03-03 16:00:45
CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :LP9597

Creation Date	TYPE	Category	Subscriber	Created By
03/02/2011 10:48:13	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text

CM - Case

UserText

::CLARIFY:: CHANGE TO CASE
CASE ID: CM20110225_17830280
TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER
PRIORITY: NORMAL
STATUS: SOLVING
SLA: 2011-03-09 12:33:15
CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :JC1073

Creation Date	TYPE	Category	Subscriber	Created By
03/02/2011 10:46:35	Office of the Pres	COLL	- -	25807 - JAMES CAMBI

System Text

OOP Escalation

UserText

oop manager call attempted 2nd call to contact VM left message with direct line and offer to assist with VM issues....|mcamberis

Creation Date	TYPE	Category	Subscriber	Created By
03/02/2011 10:38:56	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text

CM - Case

UserText

::CLARIFY:: CHANGE TO CASE
CASE ID: CM20110225_17830280
TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER
PRIORITY: NORMAL
STATUS: SOLVING
SLA: 2011-03-09 12:33:15
CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :RA2984

Creation Date	TYPE	Category	Subscriber	Created By
03/01/2011 15:25:55	CM - Interaction	CRM	- -	30145 - CLARIFY CRM

System Text

CM - Interaction

UserText

::CLARIFY:: INTERACTION
ACTION: ONE AND DONE
NEED: DEVICE/HOW TO/DEVICE SETTINGS
RESOLUTION: EDUCATE CUSTOMER - DEVICE
NOTES: NATE CAMPER-MANAGER OF OFFICE OF PRESISDENT HAS CALLS FORWARDED TO ANOTHER NUMBER AND ONLY SOME CALLS GET FORWARDED TO ANOTHER NUMBER FOUND OUT REASON WHY
CREATED ON: 2011-03-01 16:25:35.0
CREATED BY: SJ208U (JONES, SAMANTHA)
CALLER: JIM CHELMOWSKI;OWNER;847 768-0000;VERIFIED WITH ACCOUNT OWNER SSN; . THE WORKING USER ID IS :SJ208U

Creation Date	TYPE	Category	Subscriber	Created By
03/01/2011 14:49:37	Office of the Pres	COLL	- -	25807 - JAMES CAMBI

System Text

OOP Escalation

UserText

oop manager notes left message for customer to contact me regarding voicemail reset.....| camberis.....

Creation Date	TYPE	Category	Subscriber	Created By
03/01/2011 14:11:49	Upg Elg Check Result	SUB	847-768-0000	30145 - CLARIFY CRM

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/02/2008. Last Early Upg Date: None. USC: AAA.	Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
03/01/2011 13:51:48	CM - Interaction	CRM	- -	30145 - CLARIFY CRM

System Text	UserText
CM - Interaction	::CLARIFY:: INTERACTION ACTION: TRANSFERRED CALL NEED: TECHNICAL TROUBLESHOOTING/CALLING FEATURES TROUBLESHOOTING/CALL FORWARDING TROUBLESHOOTING NOTES: AREA MGR WITH OOP CALLED IN WHILE WORKING ON CASE DUE TO THE CUST HAS FEAT CALLED FAST FOWARD AND SEEMS THAT THE CUST IS STATING THAT HE IS GETTING CALLS ON THE NUMBER HOWEVER WE DO NOT HAVE ANY RECORD OF THE CALLS OR NOT SURE WHAT THE CALLS THAT ARE SHOWING ARE FOR. HE ALSO HAVE VM MSGS AND ACCORDING TO CSP RES 75914 CALLS DO NOT RING TO PHONE AND ALSO DO

Creation Date	TYPE	Category	Subscriber	Created By
03/01/2011 13:34:07	Upg Elg Check Result	SUB	847-768-0000	30145 - CLARIFY CRM

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/02/2008. Last Early Upg Date: None. USC: AAA.	Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
03/01/2011 13:21:26	Upg Elg Check Result	SUB	847-768-0000	30145 - CLARIFY CRM

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/02/2008. Last Early Upg Date: None. USC: AAA.	Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
03/01/2011 13:19:12	Upg Elg Check Result	SUB	847-768-0000	30158 - IVR - API ID

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/02/2008. Last Early Upg Date: None. USC: CIV.	Standard Upgrade: Result:Not eligible. Reason:No Commitment Pricing. Future Elig Date:None.

Creation Date	TYPE	Category	Subscriber	Created By
03/01/2011 09:58:53	Office of the Pres	COLL	847-768-0000	25807 - JAMES CAMBI

System Text	UserText
OOP Escalation	I spoke to Mr. Chelmowski this morning. He started the conversation asking about when I received his information. I advised him that someone from my office contacted him on Friday and he would not let them assist and ended the call. He denied that it happened. He then demanded that his service be fixed and his VM retrieved. I advised him that his number ending in 0000 never had VM and that the VM he was referring to resided on 847 744 5626 and that would not be affected. He then went on screaming and

Creation Date	TYPE	Category	Subscriber	Created By
03/01/2011 09:26:29	Office of the Pres	COLL	847-744-5626	25807 - JAMES CAMBI

System Text	UserText
OOP Escalation	oop manager call back- recd vm from customer called back @ 847 744 5626

Creation Date	TYPE	Category	Subscriber	Created By
03/01/2011 09:12:19	Office of the Pres	COLL	847-744-5626	25807 - JAMES CAMBI

System Text	UserText
OOP Escalation	oop manager note sent customer an additional email to contact me via phone....j camberis

Creation Date	TYPE	Category	Subscriber	Created By
03/01/2011 06:13:11	Payment Received	FINN	- -	30210 - QUICKPAY - All

System Text	UserText
Payment received. Payment deposit date: 03/01/2011. Amount: $247.06. Method: CC. Source: SRVPYM	

Creation Date	TYPE	Category	Subscriber	Created By
02/28/2011 17:21:34	Office of the Pres	COLL	- -	25807 - JAMES CAMBI

System Text	UserText
OOP Escalation	sending customer email- as receivd no response-I have attempted to contact you to assist on behalf of Mr. De La Vega I would like to discuss your account concerns. Please contact me at the number below 847-413-7739 Very truly yours,

Creation Date	TYPE	Category	Subscriber	Created By
02/28/2011 16:07:53	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text	UserText
CM - Case	::CLARIFY:: CHANGE TO OOP ESCALATION CASE ID: CM20110228_17937172 TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: CRITICAL STATUS: SOLVING SLA: 2011-03-03 16:00:45 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :LP9597

Creation Date	TYPE	Category	Subscriber	Created By
02/28/2011 15:10:52	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text	UserText
CM - Case	::CLARIFY:: CHANGE TO OOP ESCALATION CASE ID: CM20110228_17937172 TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: CRITICAL STATUS: SOLVING SLA: 2011-03-03 16:00:45 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :FF6407

Creation Date	TYPE	Category	Subscriber	Created By
02/28/2011 15:03:03	Office of the Pres	COLL	- -	25807 - JAMES CAMBI

System Text

OOP Escalation

UserText

oop manager call back - called customer #847 526 5626 left message with direct line for call back

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02/28/2011 15:02:14 | CM - Interaction | CRM | - - | 30145 - CLARIFY CRM

System Text

CM - Interaction

UserText

::CLARIFY:: INTERACTION
ACTION: ESCALATION; ID: CM20110228_17937172
NEED: ACCOUNT/CANCELLATION/CONTRACTS/CONTRACTS
NOTES:
CREATED ON: 2011-02-28 16:01:36.0
CREATED BY: FF6407 (FOLGOSO, FERNANDO)
CALLER: JIM CHELMOWSKI;OWNER;847 768-0400;NOT VERIFIED; . THE WORKING USER ID IS :FF6407

02/28/2011 15:01:43 | CM - Case | CRM | - - | 30145 - CLARIFY CRM

System Text

CM - Case

UserText

::CLARIFY:: CHANGE TO OOP ESCALATION
CASE ID: CM20110228_17937172
TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER
PRIORITY: CRITICAL
STATUS: SOLVING
SLA: 2011-03-03 16:00:45
CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :FF6407

02/28/2011 15:01:41 | CM - Case | CRM | - - | 30145 - CLARIFY CRM

System Text

CM - Case

UserText

::CLARIFY:: CHANGE TO OOP ESCALATION
CASE ID: CM20110228_17937172
TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER
PRIORITY: CRITICAL
STATUS: SOLVING
SLA: 2011-03-03 16:00:45
CONDITION/WORKFLOW: OPEN-DISPATCH . THE WORKING USER ID IS :FF6407

02/28/2011 15:00:51 | CM - Case | CRM | - - | 30145 - CLARIFY CRM

System Text

CM - Case

UserText

::CLARIFY:: OOP ESCALATION
CASE ID: CM20110228_17937172
CREATED ON: 2011-02-28 16:00:45.0
CREATED BY: FF6407 (FOLGOSO, FERNANDO)
CALLER: JIM CHELMOWSKI
TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER
PRIORITY: CRITICAL
STATUS: SOLVING
SLA: 2011-03-03 16:00:45 . THE WORKING USER ID IS :FF6407

02/28/2011 14:59:12 | Upg Elg Check Result | SUB | 847-768-0400 | 30145 - CLARIFY CRM

System Text

Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: AAA.

UserText

Standard Upgrade: Result:Eligible.
iPhone Standard Upgrade: Result:Eligible.

02/25/2011 20:13:18 | Schedule Payment | SUB | - - | 30210 - QUICKPAY - AI

System Text

Schedule Payment Activity

UserText

SCHEDULED: CREDIT CARD OF $247.06 TO OCCUR 2011-03-01 USING ACCOUNT ENDI NG IN 9655. . THE WORKING USER ID IS :SP

Creation Date	TYPE	Category	Subscriber	Created By
02/25/2011 15:21:40	Office of the Pres	COLL	- -	25772 - RONALD ANDI

System Text

OOP Escalation

UserText

OOP.. rec'd exec email to contact customer regarding a call forwarding issue. Advised the customer that we received his request for a callback and are looking into the issue. The customer became abusive, demanding that all lost voice messages be delivered to him and compensation for all the lost business that he has experienced. OOP again tried to advise that this is being looked into, however customer continued to scream and ended call ron anderson/oop

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02/25/2011 15:14:32	Upg Elg Check Result	SUB	847-744-5626	30232 - MyATT

System Text

Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: CCC.

UserText

Standard Upgrade: Result:Eligible.
iPhone Standard Upgrade: Result:Eligible.

02/25/2011 11:42:50	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text

CM - Case

UserText

::CLARIFY:: CHANGE TO CASE
CASE ID: CM20110225_17830280
TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER
PRIORITY: NORMAL
STATUS: SOLVING
SLA: 2011-03-09 12:33:15
CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :SB1402

02/25/2011 11:37:27	CM - Interaction	CRM	- -	30145 - CLARIFY CRM

System Text

CM - Interaction

UserText

::CLARIFY:: INTERACTION
ACTION: CASE; ID: CM20110225_17830280
NEED: ACCOUNT/CHANGES & INFORMATION/ACCOUNT INFORMATION CHANGE
NOTES:
CREATED ON: 2011-02-25 12:37:09.0
CREATED BY: SB1402 (BAKER, SHERRI)
CALLER: JIM CHELMOWSKI;OWNER;847 744-5626;VERIFIED WITH ACCOUNT OWNER SSN; . THE WORKING USER ID IS :SB1402

02/25/2011 11:35:25	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text

CM - Case

UserText

::CLARIFY:: CHANGE TO CASE
CASE ID: CM20110225_17830280
TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER
PRIORITY: NORMAL
STATUS: SOLVING
SLA: 2011-03-09 12:33:15
CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :SB1402

02/25/2011 11:33:22	CM - Case	CRM	- -	30145 - CLARIFY CRM

System Text

CM - Case

UserText

::CLARIFY:: CASE
CASE ID: CM20110225_17830280
CREATED ON: 2011-02-25 12:33:15.0
CREATED BY: SB1402 (BAKER, SHERRI)
CALLER: JIM CHELMOWSKI
TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER
PRIORITY: NORMAL
STATUS: SOLVING
SLA: 2011-03-09 12:33:15 . THE WORKING USER ID IS :SB1402

02/25/2011 11:18:54	Upg Elg Check Result	SUB	847-744-5626	30145 - CLARIFY CRM

System Text

Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: AAA.

UserText

Standard Upgrade: Result:Eligible.
iPhone Standard Upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2011 16:28:30	Payment Received	FINN	- -	30210 - QUICKPAY - Al

System Text

Payment received. Payment deposit date: 02/08/2011. Amount: $206.55. Method: CC. Source: SRVPYM

UserText

PAYMENT TAKEN VIA QUICKCARD BY USER: COLAM, TRANSACTION NUMBER: QPCODT753210712, AMOUNT: $206.55

02/08/2011 16:24:50	Upg Elg Check Result	SUB	847-744-5626	30232 - MyATT

System Text

Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: AAA.

UserText

Standard Upgrade: Result:Not eligible. Reason:Past Due - P. Future Elig Date:None.
iPhone Standard Upgrade: Result:Not eligible. Reason:Past Due - P. Future Elig Date:None.

01/29/2011 13:58:21	CSM General	CSM	- -	1902048 - EDD API ID

System Text

UserText

ADDRESS ALERT - PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED MAIL. THIS IS AN AUTOMATED NOTE . THE WORKING USER ID IS :EDDSYSID

01/29/2011 13:58:10	CSM General	CSM	- -	1902048 - EDD API ID

System Text

UserText

ADDRESS ALERT - PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED MAIL. THIS IS AN AUTOMATED NOTE . THE WORKING USER ID IS :EDDSYSID

01/29/2011 13:58:21	CSM General	CSM	- -	1902048 - EDD API ID

System Text

UserText

ADDRESS ALERT - PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED MAIL. THIS IS AN AUTOMATED NOTE . THE WORKING USER ID IS :EDDSYSID

01/29/2011 13:58:21	CSM General	CSM	- -	1902048 - EDD API ID

System Text

UserText

ADDRESS ALERT - PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED MAIL. THIS IS AN AUTOMATED NOTE . THE WORKING USER ID IS :EDDSYSID

Creation Date	TYPE	Category	Subscriber	Created By
01/12/2011 09:17:22	Upg Elg Check Result	SUB	847-744-5626	30232 - MyATT

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: AAA.	Standard Upgrade: Result:Not eligible. Reason:Inactive Mobile. Future Elig Date:None. iPhone Standard Upgrade: Result:Not eligible. Reason:Inactive Mobile. Future Elig Date:None.

01/09/2011 13:45:47	CSM General	CSM	- -	1902048 - EDD API ID

System Text	UserText
	ADDRESS ALERT - PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED MAIL. THIS IS AN AUTOMATED NOTE . THE WORKING USER ID IS :EDDSYSID

01/09/2011 13:45:48	CSM General	CSM	- -	1902048 - EDD API ID

System Text	UserText
	ADDRESS ALERT - PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED MAIL. THIS IS AN AUTOMATED NOTE . THE WORKING USER ID IS :EDDSYSID

01/08/2011 15:32:36	Collection General	COLL	- -	1905393 - TIER 2 DIAL

System Text	UserText
	AUTODIALER HANDLED CALL - ANSWERING MACHINE - CALLED:8477445626 - DATE TIME CALLED: 1/8/2011 4:30:58 PM . THE WORKING USER ID IS :DIALERSYS

12/23/2010 21:02:23	CSM General	CSM	- -	1902048 - EDD API ID

System Text	UserText
	ADDRESS ALERT - PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED MAIL. THIS IS AN AUTOMATED NOTE . THE WORKING USER ID IS :EDDSYSID

12/23/2010 21:02:23	CSM General	CSM	- -	1902048 - EDD API ID

System Text	UserText
	ADDRESS ALERT - PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED MAIL. THIS IS AN AUTOMATED NOTE . THE WORKING USER ID IS :EDDSYSID

12/23/2010 21:02:16	CSM General	CSM	- -	1902048 - EDD API ID

System Text	UserText
	ADDRESS ALERT - PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED MAIL. THIS IS AN AUTOMATED NOTE . THE WORKING USER ID IS :EDDSYSID

12/21/2010 07:43:49	EMAILED DUNNING	BAN	- -	30261 - ORBIT - API

System Text	UserText
EMAIL DUNNING LETTER SENT	DUNNING EMAIL SENT. ACCOUNT ID:254633342 NAME:JIM CHELMOWSKI EMAIL ADDRESS:CHELMOWSKI@COMCAST.NET EMAIL REQUEST DATE:20101221020431 EMAIL TEMPLATE ID:EMA002 PAST AMOUNT DUE:203.47 TOTAL AMOUNT DUE:406.94 BILLING DATE:20101205 . THE WORKING USER ID IS :ORBIT

12/18/2010 12:38:18	Collection General	COLL	- -	1905393 - TIER 2 DIAL

System Text	UserText
	AUTODIALER IVR CALL - NO ANSWER - CALLED:8477445626 - DATE TIME CALLED: 12/17/2010 11:39:47 AM - CALL TABLE: IVR . THE WORKING USER ID IS :DIALERSYS

Creation Date	TYPE	Category	Subscriber	Created By
12/18/2010 12:37:13	Collection General	COLL	- -	1905393 - TIER 2 DIAL

System Text:

User Text:
AUTODIALER IVR CALL - NO ANSWER - CALLED:8477445626 - DATE TIME CALLED: 12/17/2010 11:39:47 AM - CALL TABLE: IVR . THE WORKING USER ID IS :DIALERSYS

12/18/2010 07:58:39	Collection General	COLL	- -	1902048 - EDD API ID

System Text:

User Text:
COLLECTION SMS DUNNING SENT TO 847-744-5626 ON 12/16/2010 . THE WORKING USER ID IS :EDDSYSID

12/17/2010 22:56:48	Collection General	COLL	- -	1902048 - EDD API ID

System Text:

User Text:
COLLECTION SMS DUNNING SENT TO 847-744-5626 ON 12/17/2010 . THE WORKING USER ID IS :EDDSYSID

11/27/2010 02:04:01	CSM General	CSM	- -	1902048 - EDD API ID

System Text:

User Text:
ADDRESS ALERT - PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED MAIL. THIS IS AN AUTOMATED NOTE . THE WORKING USER ID IS :EDDSYSID

11/27/2010 02:04:01	CSM General	CSM	- -	1902048 - EDD API ID

System Text:

User Text:
ADDRESS ALERT - PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED MAIL. THIS IS AN AUTOMATED NOTE . THE WORKING USER ID IS :EDDSYSID

11/27/2010 02:04:01	CSM General	CSM	- -	1902048 - EDD API ID

System Text:

User Text:
ADDRESS ALERT - PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED MAIL. THIS IS AN AUTOMATED NOTE . THE WORKING USER ID IS :EDDSYSID

11/27/2010 02:04:01	CSM General	CSM	- -	1902048 - EDD API ID

System Text:

User Text:
ADDRESS ALERT - PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED MAIL. THIS IS AN AUTOMATED NOTE . THE WORKING USER ID IS :EDDSYSID

11/24/2010 11:11:50	Collection General	COLL	- -	1905393 - TIER 2 DIAL

System Text:

User Text:
AUTODIALER HANDLED CALL - NO ANSWER - CALLED:8477445626 - DATE TIME CALLED: 11/24/2010 12:05:35 PM . THE WORKING USER ID IS :DIALERSYS

11/22/2010 09:11:32	Payment Received	FINN	- -	30210 - QUICKPAY - A

System Text:
Payment received. Payment deposit date: 11/22/2010. Amount: $198.47. Method: CC. Source: SRVPYM

User Text:
PAYMENT TAKEN VIA QUICKCARD BY USER: COLAM, TRANSACTION NUMBER: QPCOAT585418336, AMOUNT: $198.47

Creation Date	TYPE	Category	Subscriber	Created By
11/22/2010 09:09:45	Upg Elg Check Result	SUB	847-744-5626	30232 - MyATT

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: CCC.	Standard Upgrade: Result:Not eligible. Reason:Past Due - P. Future Elig Date:None. iPhone Standard Upgrade: Result:Not eligible. Reason:Past Due - P. Future Elig Date:None.

11/22/2010 05:31:34	EMAILED DUNNING	BAN	- -	30261 - ORBIT - API

System Text	UserText
EMAIL DUNNING LETTER SENT	DUNNING EMAIL SENT. ACCOUNT ID:254633342 NAME:JIM CHELMOWSKI EMAIL ADDRESS:CHELMOWSKI@COMCAST.NET EMAIL REQUEST DATE:20101122015549 EMAIL TEMPLATE ID:EMA002 PAST AMOUNT DUE:198.47 TOTAL AMOUNT DUE:401.94 BILLING DATE:20101105 . THE WORKING USER ID IS :ORBIT

11/19/2010 15:34:37	Collection General	COLL	- -	1905393 - TIER 2 DIAL

System Text	UserText
	AUTODIALER IVR CALL - NO ANSWER - CALLED:8477445626 - DATE TIME CALLED: 11/19/2010 12:59:59 PM - CALL TABLE: IVR . THE WORKING USER ID IS :DIALERSYS

11/19/2010 15:33:53	Collection General	COLL	- -	1905393 - TIER 2 DIAL

System Text	UserText
	AUTODIALER IVR CALL - NO ANSWER - CALLED:8477445626 - DATE TIME CALLED: 11/19/2010 12:59:59 PM - CALL TABLE: IVR . THE WORKING USER ID IS :DIALERSYS

11/18/2010 11:29:46	Collection General	COLL	- -	1905393 - TIER 2 DIAL

System Text	UserText
	AUTODIALER IVR CALL - NO ANSWER - CALLED:8477445626 - DATE TIME CALLED: 11/18/2010 11:09:06 AM - CALL TABLE: IVR . THE WORKING USER ID IS :DIALERSYS

11/18/2010 11:29:34	Collection General	COLL	- -	1905393 - TIER 2 DIAL

System Text	UserText
	AUTODIALER IVR CALL - NO ANSWER - CALLED:8477445626 - DATE TIME CALLED: 11/18/2010 11:09:06 AM - CALL TABLE: IVR . THE WORKING USER ID IS :DIALERSYS

11/17/2010 11:59:11	Collection General	COLL	- -	1902048 - EDD API ID

System Text	UserText
	COLLECTION SMS DUNNING SENT TO 847-744-5626 ON 11/16/2010 . THE WORKING USER ID IS :EDDSYSID

10/02/2010 13:19:38	Schedule Payment	SUB	- -	30210 - QUICKPAY - A

System Text	UserText
Schedule Payment Activity	PAYMENT TAKEN VIA QUICKCARD BY USER: SCHEDULEPAY. TRANSACTION ID SPCODT7 00100099 AMOUNT $203.73 . THE WORKING USER ID IS :SP

10/02/2010 04:35:48	Schedule Payment	SUB	- -	30210 - QUICKPAY - A

System Text	UserText
Schedule Payment Activity	PAYMENT TAKEN VIA QUICKCARD BY USER: SCHEDULEPAY. TRANSACTION ID SPCODT 700100099 AMOUNT 203.73 . THE WORKING USER ID IS :SP

Creation Date	TYPE	Category	Subscriber	Created By
10/01/2010 13:53:57	Payment Received	FINN	- -	30210 - QUICKPAY - A

System Text	UserText
Payment received. Payment deposit date: 10/01/2010. Amount: $203.73. Method: CC. Source: SRVPYM	PAYMENT TAKEN VIA QUICKCARD BY USER: COLAM, TRANSACTION NUMBER: SPCODT700100099, AMOUNT: $203.73

09/23/2010 22:08:32	CSM General	CSM	- -	1902048 - EDD API ID

System Text	UserText
	ADDRESS ALERT - PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED MAIL. THIS IS AN AUTOMATED NOTE . THE WORKING USER ID IS :EDDSYSID

09/23/2010 22:08:32	CSM General	CSM	- -	1902048 - EDD API ID

System Text	UserText
	ADDRESS ALERT - PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED MAIL. THIS IS AN AUTOMATED NOTE . THE WORKING USER ID IS :EDDSYSID

09/23/2010 22:08:31	CSM General	CSM	- -	1902048 - EDD API ID

System Text	UserText
	ADDRESS ALERT - PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED MAIL. THIS IS AN AUTOMATED NOTE . THE WORKING USER ID IS :EDDSYSID

09/23/2010 22:08:31	CSM General	CSM	- -	1902048 - EDD API ID

System Text	UserText
	ADDRESS ALERT - PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED MAIL. THIS IS AN AUTOMATED NOTE . THE WORKING USER ID IS :EDDSYSID

09/23/2010 16:21:54	CSM General	CSM	- -	1902048 - EDD API ID

System Text	UserText
	ADDRESS ALERT - PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED MAIL. THIS IS AN AUTOMATED NOTE . THE WORKING USER ID IS :EDDSYSID

09/23/2010 16:21:54	CSM General	CSM	- -	1902048 - EDD API ID

System Text	UserText
	ADDRESS ALERT - PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED MAIL. THIS IS AN AUTOMATED NOTE . THE WORKING USER ID IS :EDDSYSID

09/23/2010 16:21:54	CSM General	CSM	- -	1902048 - EDD API ID

System Text	UserText
	ADDRESS ALERT - PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED MAIL. THIS IS AN AUTOMATED NOTE . THE WORKING USER ID IS :EDDSYSID

09/23/2010 16:21:54	CSM General	CSM	- -	1902048 - EDD API ID

System Text	UserText
	ADDRESS ALERT - PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED MAIL. THIS IS AN AUTOMATED NOTE . THE WORKING USER ID IS :EDDSYSID

Creation Date	TYPE	Category	Subscriber	Created By
09/23/2010 13:42:38	Collection General	COLL	- -	1905393 - TIER 2 DIAL
System Text:			UserText:	
			AUTODIALER HANDLED CALL - NO ANSWER - CALLED:8477445626 - DATE TIME CALLED: 9/23/2010 12:18:26 PM . THE WORKING USER ID IS :DIALERSYS	
09/22/2010 11:58:14	Collection General	COLL	- -	1905393 - TIER 2 DIAL
System Text:			UserText:	
			AUTODIALER HANDLED CALL - NO ANSWER - CALLED:8477445626 - DATE TIME CALLED: 9/22/2010 12:06:07 PM . THE WORKING USER ID IS :DIALERSYS	
09/15/2010 10:21:54	Upg Elg Check Result	SUB	847-744-5626	30232 - MyATT
System Text:			UserText:	
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: CCC.			Standard Upgrade: Result:Eligible. iPhone 3G Standard Upgrade: Result:Eligible.	
09/13/2010 15:16:43	Upg Elg Check Result	SUB	847-744-5626	30232 - MyATT
System Text:			UserText:	
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: CCC.			Standard Upgrade: Result:Eligible. iPhone 3G Standard Upgrade: Result:Eligible.	
09/13/2010 13:02:57	Schedule Payment	SUB	- -	30210 - QUICKPAY - A
System Text:			UserText:	
Schedule Payment Activity			SCHEDULED: CREDIT CARD OF $203.73 TO OCCUR 2010-10-01 USING ACCOUNT ENDI NG IN 1747. . THE WORKING USER ID IS :SP	
09/13/2010 10:14:38	Payment Received	FINN	- -	30210 - QUICKPAY - A
System Text:			UserText:	
Payment received. Payment deposit date: 09/13/2010. Amount: $203.73. Method: CC. Source: SRVPYM			PAYMENT TAKEN VIA QUICKCARD BY USER: COLAM, TRANSACTION NUMBER: QPCODT700099764, AMOUNT: $203.73	
09/13/2010 10:14:46	Upg Elg Check Result	SUB	847-744-5626	30232 - MyATT
System Text:			UserText:	
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: CCC.			Standard Upgrade: Result:Not eligible. Reason:Past Due - P. Future Elig Date:None. iPhone 3G Standard Upgrade: Result:Not eligible. Reason:Past Due - P. Future Elig Date:None.	
09/13/2010 09:47:17	Upg Elg Check Result	SUB	847-744-5626	30232 - MyATT
System Text:			UserText:	
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: CCC.			Standard Upgrade: Result:Not eligible. Reason:Past Due - P. Future Elig Date:None. iPhone 3G Standard Upgrade: Result:Not eligible. Reason:Past Due - P. Future Elig Date:None.	
09/10/2010 11:23:35	MAILED LETTER	DIAL	- -	30261 - ORBIT - API
System Text:			UserText:	
			DUNNING LETTER SENT. LETTER: TLSUS1 LETTER NAME: PRE SUSPEND LETTER LETTER DATE: 09/10/2010 . THE WORKING USER ID IS :ORBIT	

Creation Date	TYPE	Category	Subscriber	Created By
09/10/2010 10:28:28	Collection General	COLL	- -	1905393 - TIER 2 DIAL
System Text:		UserText: AUTODIALER IVR CALL - NO ANSWER - CALLED:8477445626 - DATE TIME CALLED: 9/10/2010 10:24:25 AM - CALL TABLE: IVR . THE WORKING USER ID IS :DIALERSYS		
09/10/2010 10:28:06	Collection General	COLL	- -	1905393 - TIER 2 DIAL
System Text:		UserText: AUTODIALER IVR CALL - NO ANSWER - CALLED:8477445626 - DATE TIME CALLED: 9/10/2010 10:24:25 AM - CALL TABLE: IVR . THE WORKING USER ID IS :DIALERSYS		
09/09/2010 22:11:13	Collection General	COLL	- -	1902048 - EDD API ID
System Text:		UserText: COLLECTION SMS DUNNING SENT TO 847-744-5626 ON 09/08/2010 . THE WORKING USER ID IS :EDDSYSID		
08/20/2010 14:30:33	Payment Received	FINN	- -	30210 - QUICKPAY - A
System Text: Payment received. Payment deposit date: 08/20/2010. Amount: $117.94. Method: CC. Source: SRVPYM		UserText: PAYMENT TAKEN VIA QUICKCARD BY USER: COLAM, TRANSACTION NUMBER: QPCOAT540078248, AMOUNT: $117.94		
08/19/2010 11:40:07	Collection General	COLL	- -	1905393 - TIER 2 DIAL
System Text:		UserText: AUTODIALER IVR CALL - NO ANSWER - CALLED:8477445626 - DATE TIME CALLED: 8/19/2010 10:31:07 AM - CALL TABLE: IVR . THE WORKING USER ID IS :DIALERSYS		
08/19/2010 11:39:09	Collection General	COLL	- -	1905393 - TIER 2 DIAL
System Text:		UserText: AUTODIALER IVR CALL - NO ANSWER - CALLED:8477445626 - DATE TIME CALLED: 8/19/2010 10:31:07 AM - CALL TABLE: IVR . THE WORKING USER ID IS :DIALERSYS		
08/18/2010 10:10:57	Collection General	COLL	- -	1905393 - TIER 2 DIAL
System Text:		UserText: AUTODIALER IVR CALL - POSITIVE VOICE - CALLED:8477445626 - DATE TIME CALLED: 8/18/2010 10:34:20 AM - CALL TABLE: IVR . THE WORKING USER ID IS :DIALERSYS		
08/18/2010 10:08:17	Collection General	COLL	- -	1905393 - TIER 2 DIAL
System Text:		UserText: AUTODIALER IVR CALL - POSITIVE VOICE - CALLED:8477445626 - DATE TIME CALLED: 8/18/2010 10:34:20 AM - CALL TABLE: IVR . THE WORKING USER ID IS :DIALERSYS		
08/18/2010 07:17:52	Collection General	COLL	- -	1902048 - EDD API ID
System Text:		UserText: COLLECTION SMS DUNNING SENT TO 847-744-5626 ON 08/16/2010 . THE WORKING USER ID IS :EDDSYSID		

Creation Date	TYPE	Category	Subscriber	Created By
08/17/2010 09:55:54	Collection General	COLL	- -	1905393 - TIER 2 DIAL
System Text:			UserText:	
			AUTODIALER IVR CALL - NO ANSWER - CALLED:8477445626 - DATE TIME CALLED: 8/17/2010 9:43:14 AM - CALL TABLE: IVR . THE WORKING USER ID IS :DIALERSYS	
08/17/2010 09:55:45	Collection General	COLL	- -	1905393 - TIER 2 DIAL
System Text:			UserText:	
			AUTODIALER IVR CALL - NO ANSWER - CALLED:8477445626 - DATE TIME CALLED: 8/17/2010 9:43:14 AM - CALL TABLE: IVR . THE WORKING USER ID IS :DIALERSYS	
07/29/2010 15:46:42	CSM General	CSM	- -	1902048 - EDD API ID
System Text:			UserText:	
			ADDRESS ALERT - PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED MAIL. THIS IS AN AUTOMATED NOTE . THE WORKING USER ID IS :EDDSYSID	
07/29/2010 15:46:41	CSM General	CSM	- -	1902048 - EDD API ID
System Text:			UserText:	
			ADDRESS ALERT - PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED MAIL. THIS IS AN AUTOMATED NOTE . THE WORKING USER ID IS :EDDSYSID	
07/29/2010 15:46:41	CSM General	CSM	- -	1902048 - EDD API ID
System Text:			UserText:	
			ADDRESS ALERT - PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED MAIL. THIS IS AN AUTOMATED NOTE . THE WORKING USER ID IS :EDDSYSID	
07/28/2010 14:50:50	CSM General	CSM	- -	1902048 - EDD API ID
System Text:			UserText:	
			ADDRESS ALERT - PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED MAIL. THIS IS AN AUTOMATED NOTE . THE WORKING USER ID IS :EDDSYSID	
07/05/2010 06:27:11	Upg Elg Check Result	SUB	847-744-5626	30232 - MyATT
System Text:			UserText:	
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: CCC.			Standard Upgrade: Result:Eligible. iPhone 3G Standard Upgrade: Result:Eligible.	
07/02/2010 12:05:56	Call List Management	CSM	847-768-0000	30232 - MyATT
System Text:			UserText:	
M2AN Call List Management			CALL LIST ENTRIES ADDED- 267-759-3425 BY SUBSCRIBER- 847-744-5626 EFFECTIVE AT TIME- SAT JUL 03 13:05:19 EDT 2010 . THE WORKING USER ID IS :8477445626	
07/02/2010 12:05:56	Call List Management	CSM	847-768-0400	30232 - MyATT
System Text:			UserText:	
M2AN Call List Management			CALL LIST ENTRIES ADDED- 267-759-3425 BY SUBSCRIBER- 847-744-5626 EFFECTIVE AT TIME- SAT JUL 03 13:05:19 EDT 2010 . THE WORKING USER ID IS :8477445626	

Creation Date	TYPE	Category	Subscriber	Created By
07/02/2010 12:05:55	Call List Management	CSM	847-917-2384	30232 - MyATT

System Text: M2AN Call List Management

User Text: CALL LIST ENTRIES ADDED- 267-759-3425 BY SUBSCRIBER- 847-744-5626 EFFECTIVE AT TIME- SAT JUL 03 13:05:19 EDT 2010 . THE WORKING USER ID IS :8477445626

Creation Date	TYPE	Category	Subscriber	Created By
07/02/2010 12:05:55	Call List Management	CSM	847-744-5626	30232 - MyATT

System Text: M2AN Call List Management

User Text: CALL LIST ENTRIES ADDED- 267-759-3425 BY SUBSCRIBER- 847-744-5626 EFFECTIVE AT TIME- SAT JUL 03 13:05:19 EDT 2010 . THE WORKING USER ID IS :8477445626

Creation Date	TYPE	Category	Subscriber	Created By
06/23/2010 16:50:01	CSM General	CSM	- -	1902048 - EDD API ID

System Text:

User Text: ADDRESS ALERT - PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED MAIL. THIS IS AN AUTOMATED NOTE . THE WORKING USER ID IS :EDDSYSID

Creation Date	TYPE	Category	Subscriber	Created By
06/23/2010 16:50:01	CSM General	CSM	- -	1902048 - EDD API ID

System Text:

User Text: ADDRESS ALERT - PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED MAIL. THIS IS AN AUTOMATED NOTE . THE WORKING USER ID IS :EDDSYSID

Creation Date	TYPE	Category	Subscriber	Created By
06/23/2010 16:50:01	CSM General	CSM	- -	1902048 - EDD API ID

System Text:

User Text: ADDRESS ALERT - PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED MAIL. THIS IS AN AUTOMATED NOTE . THE WORKING USER ID IS :EDDSYSID

Creation Date	TYPE	Category	Subscriber	Created By
06/23/2010 16:50:01	CSM General	CSM	- -	1902048 - EDD API ID

System Text:

User Text: ADDRESS ALERT - PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED MAIL. THIS IS AN AUTOMATED NOTE . THE WORKING USER ID IS :EDDSYSID

Creation Date	TYPE	Category	Subscriber	Created By
06/17/2010 18:15:43	Add SUB SOC	SUB	847-917-2384	30004846 - NAYREE J

System Text: Subscriber level SOC created. SOC: MSG3. Effective: 06/17/2010.

User Text:

Creation Date	TYPE	Category	Subscriber	Created By
06/17/2010 18:09:42	Expire SUB SOC	SUB	847-768-0000	30004846 - NAYREE J

System Text: Subscriber level SOC expired. SOC: MUOPS. Expiration date: 20100617.

User Text:

Creation Date	TYPE	Category	Subscriber	Created By
06/17/2010 18:09:41	Expire SUB SOC	SUB	847-768-0400	30004846 - NAYREE J

System Text: Subscriber level SOC expired. SOC: MUOPS. Expiration date: 20100617.

User Text:

Creation Date	TYPE	Category	Subscriber	Created By
06/17/2010 18:00:28	Expire SUB SOC	SUB	847-917-2384	30004846 - NAYREE J

System Text:
Subscriber level SOC expired. SOC: MSG3. Expiration date: 06/17/2010.

UserText:

Creation Date	TYPE	Category	Subscriber	Created By
06/17/2010 17:55:21	Expire SUB SOC	SUB	847-768-0000	30004846 - NAYREE J

System Text:
Subscriber level SOC expired. SOC: TMI1OS. Expiration date: 20100617.

UserText:

Creation Date	TYPE	Category	Subscriber	Created By
06/17/2010 17:55:20	Expire SUB SOC	SUB	847-768-0400	30004846 - NAYREE J

System Text:
Subscriber level SOC expired. SOC: TMI1OS. Expiration date: 20100617.

UserText:

Creation Date	TYPE	Category	Subscriber	Created By
06/15/2010 14:17:29	CM - Interaction	CRM	- -	30145 - CLARIFY CRM

System Text:
CM - Interaction

UserText:
::CLARIFY:: CPNIPREFERENCE
CONSENTTYPE :: DOC CONSENT
PREVIOUSCPNI :: UNKNOWN/UNDECIDED PREFERENCE
NEWCPNI :: YES, CONSENT GRANTED FOR THIS INTERACTION ONLY.
UPDATESTAMP :: TUE JUN 15 14:08:01 CDT 2010
REPCUID :: TT8436
. THE WORKING USER ID IS :CLARIFY

Creation Date	TYPE	Category	Subscriber	Created By
06/15/2010 14:17:26	CM - Interaction	CRM	- -	30145 - CLARIFY CRM

System Text:
CM - Interaction

UserText:
::CLARIFY:: INTERACTION
ACTION: ONE AND DONE
NEED: PLAN/FEATURE/FEATURE
RESOLUTION: EDUCATED - FEATURES AND SELF SERVICE OPTION
NOTES: CCI TO ADD FTMSG UNL, UNABLE TO ADD DUE TO CONFLICTING SOCS WITH CTN 5626, EDUC CAN CHNG TO FTMSG UNL BUT WILL HAVE TO CHOOSE NEW DATA PLAN AND NO LONGER UNLIMITED, CUST STATED MUST CONSULT WITH OTHER PARTY AND WILL C/B
ACTION: ONE AND DONE
NEED: CPNI/CPNI PREFERENCE CHANGE/DURATION OF CALL/VISIT
RESOLUTION: YES, CONSENT GRANTED FOR THIS INTERA

Creation Date	TYPE	Category	Subscriber	Created By
06/15/2010 14:18:56	DOC/DOV Approve	BAN	000-000-0000	30145 - CLARIFY CRM

System Text:
Consent granted for this interaction only.

UserText:

Creation Date	TYPE	Category	Subscriber	Created By
06/15/2010 14:17:56	Add SUB SOC	SUB	847-917-2384	9099615 - TRAVIS THA

System Text:
Subscriber level SOC created. SOC: MSG3. Effective: 06/15/2010.

UserText:

Creation Date	TYPE	Category	Subscriber	Created By
06/15/2010 14:11:07	Expire SUB SOC	SUB	847-917-2384	9099615 - TRAVIS THA

System Text:
Subscriber level SOC expired. SOC: MSG3. Expiration date: 06/15/2010.

User Text:

06/15/2010 14:10:09	Upg Elg Check Result	SUB	847-744-5626	30145 - CLARIFY CRM

System Text:
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: CFY.

User Text:
Standard Upgrade: Result:Eligible.
iPhone 3G Standard Upgrade: Result:Eligible.

06/15/2010 14:06:33	Upg Elg Check Result	SUB	847-744-5626	30158 - IVR - API ID

System Text:
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: CIV.

User Text:
Standard Upgrade: Result:Not eligible. Reason:No Commitment Pricing. Future Elig Date:None.

06/03/2010 14:49:56	CSM General	CSM	- -	1902048 - EDD API ID

System Text:

User Text:
ADDRESS ALERT - PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED MAIL. THIS IS AN AUTOMATED NOTE . THE WORKING USER ID IS :EDDSYSID

06/03/2010 14:49:55	CSM General	CSM	- -	1902048 - EDD API ID

System Text:

User Text:
ADDRESS ALERT - PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED MAIL. THIS IS AN AUTOMATED NOTE . THE WORKING USER ID IS :EDDSYSID

06/03/2010 14:49:55	CSM General	CSM	- -	1902048 - EDD API ID

System Text:

User Text:
ADDRESS ALERT - PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED MAIL. THIS IS AN AUTOMATED NOTE . THE WORKING USER ID IS :EDDSYSID

06/03/2010 14:49:55	CSM General	CSM	- -	1902048 - EDD API ID

System Text:

User Text:
ADDRESS ALERT - PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED MAIL. THIS IS AN AUTOMATED NOTE . THE WORKING USER ID IS :EDDSYSID

05/28/2010 09:13:39	Adjust BAN	FINN	- -	30004846 - NAYREE J

System Text:
BAN adjusted. Amount: $500.00. Reason: Courtesy Credit.

User Text:
Customer accepted $500 courtesy credit offered by DOSO T. Rudloff and VPGM D. Fine. Customer will be porting out. N. Jacob FSAM 8477652895

05/25/2010 10:29:22	Escalated Call	CSM	847-744-5626	30004846 - NAYREE J

System Text:

User Text:
Customer escalation to IL/WI Director of Sales Operations and VPGM (T. Rudloff & D. Fine) Customer was sent T7C's and CSS, offered a $500 courtesy credit due to dispute check and time spent trying to resolve - Not Accepted. Offered customer to Port Out also not accepted. N. Jacob FSAM 8477652895

Creation Date	TYPE	Category	Subscriber	Created By
05/25/2010 10:26:53	Escalated Call	CSM	847-744-5626	30004846 - NAYREE J/

System Text:

UserText:

Customer escalation to IL/WI Director of Sales Operations and VPGM. T&C

05/24/2010 18:14:50	Call List Management	CSM	847-768-0000	30232 - MyATT

System Text:

M2AN Call List Management

UserText:

CALL LIST ENTRIES ADDED- 773-744-8444,847-657-7302,847-894-5128. CALL LIST ENTRIES DELETED 773-744-8444,847-657-7502 BY SUBSCRIBER-847-744-5626 EFFECTIVE AT TIME-TUE MAY 25 19:14:17 EDT 2010 . THE WORKING USER ID IS :8477445626

05/24/2010 18:14:50	Call List Management	CSM	847-768-0400	30232 - MyATT

System Text:

M2AN Call List Management

UserText:

CALL LIST ENTRIES ADDED- 773-744-8444,847-657-7302,847-894-5128. CALL LIST ENTRIES DELETED 773-744-8444,847-657-7502 BY SUBSCRIBER-847-744-5626 EFFECTIVE AT TIME-TUE MAY 25 19:14:17 EDT 2010 . THE WORKING USER ID IS :8477445626

05/24/2010 18:14:49	Call List Management	CSM	847-917-2384	30232 - MyATT

System Text:

M2AN Call List Management

UserText:

CALL LIST ENTRIES ADDED- 773-744-8444,847-657-7302,847-894-5128. CALL LIST ENTRIES DELETED 773-744-8444,847-657-7502 BY SUBSCRIBER-847-744-5626 EFFECTIVE AT TIME-TUE MAY 25 19:14:17 EDT 2010 . THE WORKING USER ID IS :8477445626

05/24/2010 18:14:48	Call List Management	CSM	847-744-5626	30232 - MyATT

System Text:

M2AN Call List Management

UserText:

CALL LIST ENTRIES ADDED- 773-744-8444,847-657-7302,847-894-5128. CALL LIST ENTRIES DELETED 773-744-8444,847-657-7502 BY SUBSCRIBER-847-744-5626 EFFECTIVE AT TIME-TUE MAY 25 19:14:17 EDT 2010 . THE WORKING USER ID IS :8477445626

05/21/2010 09:00:08	COROverrideNote	GEN	- -	30229 - OPUS - API ID

System Text:

UserText:

ACCOUNT ACCESSED THROUGH UNVALIDATED OVERRIDE -ACCOUNT RESEARCH . THE WORKING USER ID IS :NA1611

05/20/2010 16:48:55	COROverrideNote	GEN	- -	30229 - OPUS - API ID

System Text:

UserText:

ACCOUNT ACCESSED THROUGH UNVALIDATED OVERRIDE -ACCOUNT RESEARCH . THE WORKING USER ID IS :NA1611

05/20/2010 05:43:42	Replacement shipped	FINN	847-744-5626	30143 - REVERSE LOG

System Text:

Return replacement order has been shipped

UserText:

RETURN REPLACEMENT ORDER HAS BEEN SHIPPED. . THE WORKING USER ID IS :RLUSER

Creation Date	TYPE	Category	Subscriber	Created By
05/19/2010 13:37:32	CM - Interaction	CRM	- -	30145 - CLARIFY CRM

System Text:
CM - Interaction

User Text:
::CLARIFY:: INTERACTION
ACTION: ONE AND DONE
NEED: DEVICE/EQUIPMENT INQUIRY OR PROBLEM/EQUIPMENT INQUIRY
RESOLUTION: DIRECTED TO MANUFACTURER
NOTES: CUST CI AND HE CANNOT ACCESS THE KEYPAD FROM PHONE-CALLED PALM FOR INSTRUCTIONS AND THEY TOLD THE CUST THAT HE NEEDED TO DO A RTM RESET, WE NEED TO DO IT ON OUR END-ADVUSED CUST THAT WE NEED TO DO A MASTER RESET BUT CUST CANNOT PUSH ANY BUTTONS ON KEYPAD
CREATED ON: 2010-05-19 14:37:02.0
CREATED BY: NS586R (SOWERS, NICOLE)
CALLER: JIM CHELMOWSKI

05/19/2010 13:28:55	Upg Elg Check Result	SUB	847-744-5626	30145 - CLARIFY CRM

System Text:
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: AAA.

User Text:
Standard Upgrade: Result:Eligible.
iPhone 3G Standard Upgrade: Result:Eligible.

05/19/2010 13:25:52	Upg Elg Check Result	SUB	847-744-5626	30158 - IVR - API ID

System Text:
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: CIV.

User Text:
Standard Upgrade: Result:Not eligible. Reason:No Commitment Pricing. Future Elig Date:None.

05/19/2010 13:04:51	CM - Interaction	CRM	- -	30145 - CLARIFY CRM

System Text:
CM - Interaction

User Text:
::CLARIFY:: INTERACTION
ACTION: ONE AND DONE
NEED: DEVICE/EQUIPMENT INQUIRY OR PROBLEM/EQUIPMENT PROBLEM
RESOLUTION: EDUCATED - PROPER USAGE
NOTES: JIM CHELMOWSKI WANTED TO KNOW HOW TO CHANGE HIS LAUNGUAGE OPPTIONS FROM SPANISH TO ENGLISH...RB139U
CREATED ON: 2010-05-19 14:04:22.0
CREATED BY: RB139U (BLEAHU, ROMULUS)
CALLER: JIM CHELMOWSKI;OWNER;847 744-5626;VERIFIED WITH ACCOUNT OWNER SSN; . THE WORKING USER ID IS :RB139U

05/19/2010 12:30:27	Upg Elg Check Result	SUB	847-744-5626	30145 - CLARIFY CRM

System Text:
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: AAA.

User Text:
Standard Upgrade: Result:Eligible.
iPhone 3G Standard Upgrade: Result:Eligible.

05/19/2010 12:27:59	Upg Elg Check Result	SUB	847-744-5626	30158 - IVR - API ID

System Text:
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: CIV.

User Text:
Standard Upgrade: Result:Not eligible. Reason:No Commitment Pricing. Future Elig Date:None.

Creation Date	TYPE	Category	Subscriber	Created By
05/19/2010 12:10:34	CM - Interaction	CRM	- -	30145 - CLARIFY CRM

System Text	UserText
CM - Interaction	::CLARIFY:: INTERACTION ACTION: ONE AND DONE NEED: DEVICE/POWER / CHARGING/HANDSET POWERS OFF RESOLUTION: COMPLETED EXCHANGE BY MAIL NOTES: JENNIFER NACO/JENNY WELLER/CVG/XBM/PHIL WIRELESS#- 847 744-5626 ACCT HOLDER- JIM CHELMOWSKI SPOKE TO- WILLIAM HELLER, DSC REP, WH0202 VID-SSN IMEI- 358850020649055 REP MAKE/MODEL- HTC SEED STOCK 65077 (BROWN FIRST DATE OF ACTIVATION-01/13/2009 2:20 PM ISSUE/PROBLEM/RESOLUTION-POWERCYLING BY ITSELF.,DOA /DID SOFT HARD RESET. TEST ANOTHER /CHARGER.CUS

05/19/2010 12:09:53	XBM NOTES	CSM	847-744-5626	30143 - REVERSE LOG

System Text	UserText
XBM NOTES	JENNIFER NACO/JENNY WELLER/CVG/XBM/PHIL WIRELESS#- 847 744-5626 ACCT HOLDER- JIM CHELMOWSKI SPOKE TO- WILLIAM HELLER, DSC REP, WH0202 VID-SSN IMEI- 358850020649055 REP MAKE/MODEL- HTC SEED STOCK 65077 (BROWN FIRST DATE OF ACTIVATION-01/13/2009 2:20 PM ISSUE/PROBLEM/RESOLUTION-POWERCYLING BY ITSELF.,DOA /DID SOFT HARD RESET. TEST ANOTHER /CHARGER.CUST IS UPSET BEC. DSC DID NOT CARRY DEVICE. CHECKED FOR PHYSICAL-GOOD LIQUID DAMAGE(LDI)- WHITE CHECKED BATTERY CONNECTIONS-GOOD CHARGING PORT-GOOD MYCSP I

05/19/2010 12:09:49	RMA approved	FINN	847-744-5626	30143 - REVERSE LOG

System Text	UserText
RMA has been approved and replacement order has been created	RMA HAS BEEN APPROVED AND REPLACEMENT ORDER HAS BEEN CREATED . THE WORKING USER ID IS .RLUSER

05/19/2010 12:09:48	RMA approved	FINN	847-744-5626	30143 - REVERSE LOG

System Text	UserText
RMA has been approved and replacement order has been created	RMA55973775 HAS BEEN APPROVED WITH RMA TYPE XBM. . THE WORKING USER ID IS :RLUSER

Creation Date	TYPE	Category	Subscriber	Created By
05/19/2010 12:07:57	Upg Elg Check Result	SUB	847-744-5626	30143 - REVERSE LOG

System Text:
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: AAA.

User Text:
Standard Upgrade: Result:Eligible.
iPhone 3G Standard Upgrade: Result:Eligible.

05/19/2010 10:43:38	Upg Elg Check Result	SUB	847-744-5626	30143 - REVERSE LOG

System Text:
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: AAA.

User Text:
Standard Upgrade: Result:Eligible.
iPhone 3G Standard Upgrade: Result:Eligible.

05/19/2010 10:42:18	Tech Service Notes	CSM	847-744-5626	30229 - OPUS - API ID

System Text:

User Text:
USER LOGIN: WH0202 / GROUP CODE: C501 / HTC - HTC OR AT&T TILT 2 / OPUS # - / RLM # - / ACCESSORY # - / WSD - 1/13/2009 / ACCT VERIFIED / 5/19/2010 10:20 AM / HAND DMG NONE/CUST STATED THAT HE RECEIVED DEVICE FROM WSC AND IT NEW DEVICE IS POWERING OFF/ON, TECH
VERIFIED DEVICE IS POWER CYCLING, CUST FRUSTRATED THAT HE WAS MIS-REFERRED HERE, REFERRED CUST TO XBM TO SEE WHAT THEY CAN DO FOR
HIM, NO UME TRANSFER, CUST LEFT SAT. . THE WORKING USER ID IS :WILLIAM HELLER

05/19/2010 10:40:08	Upg Elg Check Result	SUB	847-744-5626	30143 - REVERSE LOG

System Text:
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: AAA.

User Text:
Standard Upgrade: Result:Eligible.
iPhone 3G Standard Upgrade: Result:Eligible.

05/19/2010 10:38:27	XBM NOTES	CSM	847-744-5626	30143 - REVERSE LOG

System Text:
XBM NOTES

User Text:
CANNOT HEAR ANYONE ON THE HEADSET. CSR NEEDS TO DO XBM JR455R . THE WORKING USER ID IS :RLUSER

05/19/2010 10:37:14	Upg Elg Check Result	SUB	847-744-5626	30143 - REVERSE LOG

System Text:
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: AAA.

User Text:
Standard Upgrade: Result:Eligible.
iPhone 3G Standard Upgrade: Result:Eligible.

05/19/2010 10:36:59	Upg Elg Check Result	SUB	847-744-5626	30143 - REVERSE LOG

System Text:
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: AAA.

User Text:
Standard Upgrade: Result:Eligible.
iPhone 3G Standard Upgrade: Result:Eligible.

05/19/2010 10:29:37	Upg Elg Check Result	SUB	847-744-5626	30145 - CLARIFY CRM

System Text:
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: AAA.

User Text:
Standard Upgrade: Result:Eligible.
iPhone 3G Standard Upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
05/19/2010 10:26:06	CROOverrideNote	GEN	- -	30229 - OPUS - API ID

System Text:

UserText:

ACCOUNT ACCESSED THROUGH UNVALIDATED OVERRIDE -OTHER VERF SSN . THE WORKING USER ID IS :WH0202

Creation Date	TYPE	Category	Subscriber	Created By
05/19/2010 10:26:01	Upg Elg Check Result	SUB	847-744-5626	30143 - REVERSE LO(

System Text:

Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: AAA.

UserText:

Standard Upgrade: Result:Eligible.
iPhone 3G Standard Upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
05/19/2010 10:21:37	Upg Elg Check Result	SUB	847-744-5626	30143 - REVERSE LO(

System Text:

Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: AAA.

UserText:

Standard Upgrade: Result:Eligible.
iPhone 3G Standard Upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
05/18/2010 15:57:41	CSM General	CSM	847-768-0000	30004846 - NAYREE J/

System Text:

UserText:

Customer was offered to Port out by Troy Rudloff (DOSO) customer declined. Customer is having issues with HTC Tilt. Sending out a Palm Pre out of courtesy to customer. N. Jacob FSAM 8477652895

Creation Date	TYPE	Category	Subscriber	Created By
05/18/2010 13:02:51	Change Personal Data	BAN	- -	30004846 - NAYREE J/

System Text:

Ban License Exp. Date data was changed from 4/5/2002 to 4/5/2012

UserText:

Creation Date	TYPE	Category	Subscriber	Created By
05/17/2010 15:05:45	CM - Commitment	CRM	- -	30145 - CLARIFY CRM

System Text:

CM - Commitment

UserText:

::CLARIFY:: COMMITMENT
ID: 942770275
PRIORITY: NORMAL
STATUS: COMPLETED
DUE DATE: 5/17/2010 8:01:00 PM
NOTES: CCI- CALLED CUST BACK ON A LAND LINE CAUSE HIS SPEAKER AND HANDSET IS NOT WORKING THERE IS STATIC. TROUBLESHOT- IMEI: 358850021158718 LDI: WHITE AND NO PHYSICAL DAMAGE FUD: 04/08/2010 COLOR: SILVER AND BLACK T&C: HE WILL CHOOSE FROM THE BACKFLIP OR JUST GETTING ANOTHER TILT 2. SET COMMITMENT STANDARD 2 STRIKE RULE. PLEASE CALL CUST TO SEE WHICH ONE HE CHOOSE. THANK YOU. ****SCOTT CHRISTENSE

Creation Date	TYPE	Category	Subscriber	Created By
05/17/2010 13:19:58	CM - Interaction	CRM	- -	30145 - CLARIFY CRM

System Text	UserText
CM - Interaction	::CLARIFY:: INTERACTION ACTION: ONE AND DONE NEED: DEVICE/POWER / CHARGING/HANDSET POWERS OFF RESOLUTION: COACHING RESOLVED ISSUE NOTES: MARK CHAVEZ|CVS|HED|PHIL|MC0065 WTN|847 744-5626 ACCNT/CALLER'S NAME|JIM CHELMOWSKI VID:SSN/PW ISSUE/RESO|SHUTS OFF FOR NO REASON|JUST ASKED IF HE CAN GO TO DSC IN SCHAUMBERG|EDUC CX WE DO HAVE ONE IN SCHUAMBERG|CX SAYS HE WILL JUST GO THERE. MYCSP ID|123665 CREATED ON: 2010-05-17 14:19:33.0 CREATED BY: MC0065 (CARINO, MARK CONRAD) CALLER: JIM CHELMOWSKI;OW

05/17/2010 13:16:13	Upg Elg Check Result	SUB	847-744-5626	30145 - CLARIFY CRM

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: AAA.	Standard Upgrade: Result:Eligible. iPhone 3G Standard Upgrade: Result:Eligible.

05/17/2010 13:00:32	CM - Commitment	CRM	- -	30145 - CLARIFY CRM

System Text	UserText
CM - Commitment	::CLARIFY:: COMMITMENT ID: 942770275 PRIORITY: NORMAL STATUS: IN PROGRESS DUE DATE: 5/17/2010 8:01:00 PM NOTES: CCI- CALLED CUST BACK ON A LAND LINE CAUSE HIS SPEAKER AND HANDSET IS NOT WORKING THERE IS STATIC. TROUBLESHOT- IMEI: 358850021158718 LDI: WHITE AND NO PHYSICAL DAMAGE FUD: 04/08/2010 COLOR: SILVER AND BLACK T&C: HE WILL CHOOSE FROM THE BACKFLIP OR JUST GETTING ANOTHER TILT 2. SET COMMITMENT STANDARD 2 STRIKE RULE. PLEASE CALL CUST TO SEE WHICH ONE HE CHOOSE. THANK YOU. ****SCOTT CHRISTEN

05/14/2010 05:39:13	Replacement shipped	FINN	847-744-5626	30143 - REVERSE LOG

System Text	UserText
Return replacement order has been shipped	RETURN REPLACEMENT ORDER HAS BEEN SHIPPED. . THE WORKING USER ID IS :RLUSER

Creation Date	TYPE	Category	Subscriber	Created By
05/13/2010 16:29:25	CM - Commitment	CRM	- -	30145 - CLARIFY CRM

System Text	UserText
CM - Commitment	::CLARIFY:: COMMITMENT ID: 942770275 PRIORITY: NORMAL STATUS: IN PROGRESS DUE DATE: 5/17/2010 8:00:00 PM NOTES: CCI- CALLED CUST BACK ON A LAND LINE CAUSE HIS SPEAKER AND HANDSET IS NOT WORKING THERE IS STATIC. TROUBLESHOT- IMEI: 358850021158718 LDI: WHITE AND NO PHYSICAL DAMAGE FUD: 04/08/2010 COLOR: SILVER AND BLACK T&C: HE WILL CHOOSE FROM THE BACKFLIP OR JUST GETTING ANOTHER TILT 2. SET COMMITMENT STANDARD 2 STRIKE RULE. PLEASE CALL CUST TO SEE WHICH ONE HE CHOOSE. THANK YOU. ****SCOTT CHRISTEN

Creation Date	TYPE	Category	Subscriber	Created By
05/13/2010 16:28:41	XBM NOTES	CSM	847-744-5626	30143 - REVERSE LOC

System Text	UserText
XBM NOTES	CCI- CALLED CUST BACK ON A LAND LINE CAUSE HIS SPEAKER AND HANDSET IS NOT WORKING THERE IS STATIC. TROUBLESHOT- IMEI: 358850021158718 LDI: WHITE AND NO PHYSICAL DAMAGE FUD: 04/08/2010 COLOR: SILVER AND BLACK T&C: HE WILL CHOOSE FROM THE BACKFLIP OR JUST GETTING ANOTHER TILT 2. SET COMMITMENT STANDARD 2 STRIKE RULE. PLEASE CALL CUST TO SEE WHICH ONE HE CHOOSE. THANK YOU. ****SCOTT CHRISTENSEN-SC4442-OGDEN COMMITMENT TEAM**** 05/13/10 @ 8:26AM. CALLED 847-729-0818 AND LEFT VM. EXTENDED COMMITME

Creation Date	TYPE	Category	Subscriber	Created By
05/13/2010 16:28:34	RMA approved	FINN	847-744-5626	30143 - REVERSE LOC

System Text	UserText
RMA has been approved and replacement order has been created	RMA HAS BEEN APPROVED AND REPLACEMENT ORDER HAS BEEN CREATED . THE WORKING USER ID IS :RLUSER

Creation Date	TYPE	Category	Subscriber	Created By
05/13/2010 16:28:33	RMA approved	FINN	847-744-5626	30143 - REVERSE LOC

System Text	UserText
RMA has been approved and replacement order has been created	RMA55853933 HAS BEEN APPROVED WITH RMA TYPE XBM. . THE WORKING USER ID IS :RLUSER

Creation Date	TYPE	Category	Subscriber	Created By
05/13/2010 16:26:38	Upg Elg Check Result	SUB	847-744-5626	30143 - REVERSE LOC

System Text:
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: AAA.

UserText:
Standard Upgrade: Result:Eligible.
iPhone 3G Standard Upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
05/13/2010 16:24:31	Upg Elg Check Result	SUB	847-744-5626	30143 - REVERSE LOC

System Text:
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: AAA.

UserText:
Standard Upgrade: Result:Eligible.
iPhone 3G Standard Upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
05/13/2010 16:21:09	Payment Received	FINN	- -	30210 - QUICKPAY - A

System Text:
Payment received. Payment deposit date: 05/13/2010. Amount: $241.60. Method: CC. Source: SRVPYM

UserText:
PAYMENT TAKEN VIA QUICKCARD BY USER: COLAM, TRANSACTION NUMBER: QPCOAT492140914, AMOUNT: $241.60

Creation Date	TYPE	Category	Subscriber	Created By
05/13/2010 16:19:36	Upg Elg Check Result	SUB	847-744-5626	10076021 - SCOTT CH

System Text:
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: AAA.

UserText:
Standard Upgrade: Result:Not eligible. Reason:Past Due - P. Future Elg Date:None.
iPhone 3G Standard Upgrade: Result:Not eligible. Reason:Past Due - P. Future Elg Date:None.

Creation Date	TYPE	Category	Subscriber	Created By
05/13/2010 15:13:23	CM - Commitment	CRM	- -	30145 - CLARIFY CRM

System Text:
CM - Commitment

UserText:
::CLARIFY:: COMMITMENT
ID: 942770275
PRIORITY: NORMAL
STATUS: IN PROGRESS
DUE DATE: 5/13/2010 8:02:00 PM
NOTES: CCI- CALLED CUST BACK ON A LAND LINE CAUSE HIS SPEAKER AND HANDSET IS NOT WORKING THERE IS STATIC. TROUBLESHOT- IMEI: 358850021158718 LDI: WHITE AND NO PHYSICAL DAMAGE FUD: 04/08/2010 COLOR: SILVER AND BLACK T&C: HE WILL CHOOSE FROM THE BACKFLIP OR JUST GETTING ANOTHER TILT 2. SET COMMITMENT STANDARD 2 STRIKE RULE. PLEASE CALL CUST TO SEE WHICH ONE HE CHOOSE. THANK YOU. ****SCOTT CHRISTEN

Creation Date	TYPE	Category	Subscriber	Created By
05/13/2010 09:29:16	CM - Commitment	CRM	- -	30145 - CLARIFY CRM

System Text:
CM - Commitment

UserText:
::CLARIFY:: COMMITMENT
ID: 942770275
PRIORITY: NORMAL
STATUS: IN PROGRESS
DUE DATE: 5/13/2010 8:01:00 PM
NOTES: CCI- CALLED CUST BACK ON A LAND LINE CAUSE HIS SPEAKER AND HANDSET IS NOT WORKING THERE IS STATIC. TROUBLESHOT- IMEI: 358850021158718 LDI: WHITE AND NO PHYSICAL DAMAGE FUD: 04/08/2010 COLOR: SILVER AND BLACK T&C: HE WILL CHOOSE FROM THE BACKFLIP OR JUST GETTING ANOTHER TILT 2. SET COMMITMENT STANDARD 2 STRIKE RULE. PLEASE CALL CUST TO SEE WHICH ONE HE CHOOSE. THANK YOU. ****SCOTT CHRISTEN

Creation Date	TYPE	Category	Subscriber	Created By
05/13/2010 09:25:55	Upg Elg Check Result	SUB	847-744-5626	30143 - REVERSE LOC

System Text:
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: AAA.

UserText:
Standard Upgrade: Result:Not eligible. Reason:Past Due - P. Future Elig Date:None.
iPhone 3G Standard Upgrade: Result:Not eligible. Reason:Past Due - P. Future Elig Date:None.

Creation Date	TYPE	Category	Subscriber	Created By
05/11/2010 18:15:27	CM - Interaction	CRM	- -	30145 - CLARIFY CRM

System Text:
CM - Interaction

UserText:
::CLARIFY:: INTERACTION
ACTION: COMMITMENT; ID: 942770275
NEED: DEVICE/AUDIO/DISTORTED/STATIC - SPEAKER
NOTES: CCI- CALLED CUST BACK ON A LAND LINE CAUSE HIS SPEAKER AND HANDSET IS NOT WORKING THERE IS STATIC. TROUBLESHOT- IMEI: 358850021158718 LDI: WHITE AND NO PHYSICAL DAMAGE FUD: 04/08/2010 COLOR: SILVER AND BLACK T&C: HE WILL CHOOSE FROM THE BACKFLIP OR JUST GETTING ANOTHER TILT 2. SET COMMITMENT STANDARD 2 STRIKE RULE.
CREATED ON: 2010-05-11 19:14:19.0
CREATED BY: JD073N (DICKEY, JANICE)
CALLER:

Creation Date	TYPE	Category	Subscriber	Created By
05/11/2010 18:15:08	CM - Commitment	CRM	- -	30145 - CLARIFY CRM

System Text:
CM - Commitment

UserText:
::CLARIFY:: COMMITMENT
ID: 942770275
CREATED ON: 2010-05-11 19:14:00.0
CREATED BY: JD073N (DICKEY, JANICE)
CALLER: JIM CHELMOWSKI
PRIORITY: NORMAL
STATUS: NOT STARTED
DUE DATE: 2010-05-13 10:30:00
NOTES: CCI- CALLED CUST BACK ON A LAND LINE CAUSE HIS SPEAKER AND HANDSET IS NOT WORKING THERE IS STATIC. TROUBLESHOT- IMEI: 358850021158718 LDI: WHITE AND NO PHYSICAL DAMAGE FUD: 04/08/2010 COLOR: SILVER AND BLACK T&C: HE WILL CHOOSE FROM THE BACKFLIP OR JUST GETTING ANOTHER TILT 2. SET COMMITMENT

Creation Date	TYPE	Category	Subscriber	Created By
05/11/2010 17:39:22	Upg Elg Check Result	SUB	847-744-5626	30143 - REVERSE LOC

System Text:
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: AAA.

UserText:
Standard Upgrade: Result:Not eligible. Reason:Past Due - P. Future Elig Date:None.
iPhone 3G Standard Upgrade: Result:Not eligible. Reason:Past Due - P. Future Elig Date:None.

Creation Date	TYPE	Category	Subscriber	Created By
05/11/2010 17:39:09	Expire SUB SOC	SUB	847-744-5626	3005005 - ATLAS CSI

System Text:
Subscriber level SOC expired. SOC: SMRTEXCL. Expiration date: 05/11/2010.

UserText:

Creation Date	TYPE	Category	Subscriber	Created By
05/11/2010 17:39:06	SmrtPhne Plan Notice	CSM	847-744-5626	3005005 - ATLAS CSI

System Text:
Smartphone data plan requirement notification sent

UserText:
CUSTOMER NOTIFIED OF SMARTPHONE DATA PLAN REQUIREMENT AND INFORMED THAT A SMARTPHONE DATA PLAN HAS BEEN ADDED TO THEIR ACCOUNT. PLEASE ENSURE THAT A PROPER DATA PLAN IS PRESENT FOR THE CUSTOMERS SMARTPHONE DEVICE. DOMESTIC DATA CONTROLS . THE WORKING USER ID IS :ATLASSYSID

Creation Date	TYPE	Category	Subscriber	Created By
05/11/2010 17:38:26	Add SUB SOC	SUB	847-744-5626	10029234 - JANICE DI

System Text:
Subscriber level SOC created. SOC: UMTS. Effective: 05/11/2010.

UserText:

Creation Date	TYPE	Category	Subscriber	Created By
05/11/2010 17:38:26	Expire IMEI	SUB	847-744-5626	10029234 - JANICE DI
System Text:			User Text:	
IMEI Expired. IMEI: 358840021158718. Expiration date: 05/11/2010.				
05/11/2010 17:38:26	Add IMEI	SUB	847-744-5626	10029234 - JANICE DI
System Text:			User Text:	
IMEI Added. IMEI: 358850021158718. Effective date: 05/11/2010.				
05/11/2010 17:38:26	Change Equipment rsn	SUB	847-744-5626	10029234 - JANICE DI
System Text:			User Text:	
The IMEI has been changed by jd073n.			Customer owned equipment	
05/11/2010 17:37:26	Expire SUB SOC	SUB	847-744-5626	10029234 - JANICE DI
System Text:			User Text:	
Subscriber level SOC expired. SOC: UMTS. Expiration date: 05/11/2010.				
05/11/2010 17:37:26	Expire IMEI	SUB	847-744-5626	10029234 - JANICE DI
System Text:			User Text:	
IMEI Expired. IMEI: 011630000510173. Expiration date: 05/11/2010.				
05/11/2010 17:37:26	Add IMEI	SUB	847-744-5626	10029234 - JANICE DI
System Text:			User Text:	
IMEI Added. IMEI: 358840021158718. Effective date: 05/11/2010.				
05/11/2010 17:37:26	Change Equipment rsn	SUB	847-744-5626	10029234 - JANICE DI
System Text:			User Text:	
The IMEI has been changed by jd073n.			Customer owned equipment	
05/11/2010 17:26:50	Upg Elg Check Result	SUB	847-744-5626	30145 - CLARIFY CRM
System Text:			User Text:	
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: AAA.			Standard Upgrade: Result:Not eligible. Reason:Past Due - P. Future Elig Date:None. iPhone 3G Standard Upgrade: Result:Not eligible. Reason:Past Due - P. Future Elig Date:None.	

Creation Date	TYPE	Category	Subscriber	Created By
05/11/2010 17:24:32	CM - Interaction	CRM	- -	30145 - CLARIFY CRM

System Text	UserText
CM - Interaction	::CLARIFY:: INTERACTION ACTION: ONE AND DONE NEED: ACCOUNT/ACCOUNT STATUS/VERIFY ACCOUNT STATUS RESOLUTION: EDUCATE CUSTOMER - ACCOUNT STATUS NOTES: TT MR. CHEMOWSKI CUST CALLED TO CREATED ON: 2010-05-11 18:23:29.0 CREATED BY: CJ053T (JOHNSON, CASEY) CALLER: JIM CHELMOWSKI;OWNER;847 744-5626;VERIFIED WITH ACCOUNT OWNER SSN; . THE WORKING USER ID IS :CJ053T

Creation Date	TYPE	Category	Subscriber	Created By
05/11/2010 17:23:03	Upg Elg Check Result	SUB	847-744-5626	30145 - CLARIFY CRM

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: AAA.	Standard Upgrade: Result:Not eligible. Reason:Past Due - P. Future Elig Date:None. iPhone 3G Standard Upgrade: Result:Not eligible. Reason:Past Due - P. Future Elig Date:None.

Creation Date	TYPE	Category	Subscriber	Created By
05/11/2010 17:22:25	Upg Elg Check Result	SUB	847-744-5626	30158 - IVR - API ID

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: CIV.	Standard Upgrade: Result:Not eligible. Reason:No Commitment Pricing. Future Elig Date:None.

Creation Date	TYPE	Category	Subscriber	Created By
05/11/2010 17:14:08	Office of the Pres	COLL	847-768-0000	25807 - JAMES CAMBI

System Text	UserText
OOP Escalation	oop manager note spoke to customer advised that we could create a request to have landline team call himmregarding his old landline business phone,.....jim camberis

Creation Date	TYPE	Category	Subscriber	Created By
05/08/2010 15:10:03	Collection General	COLL	- -	1902048 - EDD API ID

System Text	UserText
	COLLECTION SMS DUNNING SENT TO 847-744-5626 ON 05/05/2010 . THE WORKING USER ID IS :EDDSYSID

Creation Date	TYPE	Category	Subscriber	Created By
04/29/2010 10:47:29	Office of the Pres	COLL	847-768-0000	25775 - TENE BURSE

System Text	UserText
OOP Escalation	I called Mr. Chelmowski back and explained to him that according to AT&T records no implication of deactivation of fast forward unit in billing system. I offered a $25 courtesy credit. He declined to accept credit. I advised of option to reactivate fast forward unit or can utilize call forwarding feature and since other number is wireless number, he will not be charged. Mr. Chelmowski became very irate and stated that he wanted to cash check that is in business name at wireless store for cash. Mr. Chelmows

Creation Date	TYPE	Category	Subscriber	Created By
04/29/2010 09:18:16	Office of the Pres	COLL	847-768-0000	25775 - TENE BURSE

System Text	UserText
OOP Escalation	OOP received a call from Mr. Chelmowski upset that his number 847-768-0000 was not being forwarded to 847-744-5626. He believes that AT&T remotely deactivated the call forwarding feature from his fast forward unit at home and he states that he has lost business due to it. Mr. Chelmowski would like to be compensated and he would also like AT&T to cash $305 check at store he received from landline that he has been unable to cash due to check being in business name and not his personal name. To resolve call f

Creation Date	TYPE	Category	Subscriber	Created By
04/23/2010 10:12:00	14-day delinquent	FINN	847-744-5626	30143 - REVERSE LO(

System Text	UserText
14 days have passed and damaged handset has not been received	14 DAYS HAVE PASSED AND DAMAGED HANDSET HAS NOT BEEN RECEIVED. . THE WORKING USER ID IS :RLUSER

04/11/2010 18:49:38	Collection General	COLL	- -	1905393 - TIER 2 DIAL

System Text	UserText
	AUTODIALER HANDLED CALL - NO ANSWER - CALLED:8477445626 - DATE TIME CALLED: 3/26/2010 2:51:18 PM . THE WORKING USER ID IS :DIALERSYS

04/07/2010 20:01:05	Call List Management	CSM	847-768-0000	30232 - MyATT

System Text	UserText
M2AN Call List Management	CALL LIST ENTRIES ADDED- 773-744-8444 BY SUBSCRIBER- 847-744-5626 EFFECTIVE AT TIME- THU APR 08 20:00:31 CDT 2010 . THE WORKING USER ID IS :8477445626

04/07/2010 20:01:05	Call List Management	CSM	847-768-0400	30232 - MyATT

System Text	UserText
M2AN Call List Management	CALL LIST ENTRIES ADDED- 773-744-8444 BY SUBSCRIBER- 847-744-5626 EFFECTIVE AT TIME- THU APR 08 20:00:31 CDT 2010 . THE WORKING USER ID IS :8477445626

04/07/2010 20:01:05	Call List Management	CSM	847-917-2384	30232 - MyATT

System Text	UserText
M2AN Call List Management	CALL LIST ENTRIES ADDED- 773-744-8444 BY SUBSCRIBER- 847-744-5626 EFFECTIVE AT TIME- THU APR 08 20:00:31 CDT 2010 . THE WORKING USER ID IS :8477445626

04/07/2010 20:01:04	Call List Management	CSM	847-744-5626	30232 - MyATT

System Text	UserText
M2AN Call List Management	CALL LIST ENTRIES ADDED- 773-744-8444 BY SUBSCRIBER- 847-744-5626 EFFECTIVE AT TIME- THU APR 08 20:00:31 CDT 2010 . THE WORKING USER ID IS :8477445626

04/07/2010 20:00:11	Call List Management	CSM	847-768-0000	30232 - MyATT

System Text	UserText
M2AN Call List Management	CALL LIST ENTRIES ADDED- 847-657-7502. CALL LIST ENTRIES DELETED 847-657-7302,847-657-7402 BY SUBSCRIBER- 847-744-5626 EFFECTIVE AT TIME-THU APR 08 19:59:37 CDT 2010 . THE WORKING USER ID IS :8477445626

04/07/2010 20:00:11	Call List Management	CSM	847-768-0400	30232 - MyATT

System Text	UserText
M2AN Call List Management	CALL LIST ENTRIES ADDED- 847-657-7502. CALL LIST ENTRIES DELETED 847-657-7302,847-657-7402 BY SUBSCRIBER- 847-744-5626 EFFECTIVE AT TIME-THU APR 08 19:59:37 CDT 2010 . THE WORKING USER ID IS :8477445626

04/07/2010 20:00:11	Call List Management	CSM	847-917-2384	30232 - MyATT

System Text	UserText
M2AN Call List Management	CALL LIST ENTRIES ADDED- 847-657-7502. CALL LIST ENTRIES DELETED 847-657-7302,847-657-7402 BY SUBSCRIBER- 847-744-5626 EFFECTIVE AT TIME-THU APR 08 19:59:37 CDT 2010 . THE WORKING USER ID IS :8477445626

Creation Date	TYPE	Category	Subscriber	Created By
04/07/2010 20:00:11	Call List Management	CSM	847-744-5626	30232 - MyATT

System Text	UserText
M2AN Call List Management	CALL LIST ENTRIES ADDED- 847-657-7502. CALL LIST ENTRIES DELETED 847-657-7302,847-657-7402 BY SUBSCRIBER- 847-744-5626 EFFECTIVE AT TIME-THU APR 08 19:59:37 CDT 2010 . THE WORKING USER ID IS :8477445626

04/04/2010 18:50:39	Replacement shipped	FINN	847-744-5626	30143 - REVERSE LOC

System Text	UserText
Return replacement order has been shipped	RETURN REPLACEMENT ORDER HAS BEEN SHIPPED. . THE WORKING USER ID IS :RLUSER

04/03/2010 13:19:19	CM - Interaction	CRM	- -	30145 - CLARIFY CRM

System Text	UserText
CM - Interaction	::CLARIFY:: INTERACTION ACTION: ONE AND DONE NEED: DEVICE/CONNECTIVITY - CALL QUALITY/CAN NOT MAKE OR RECEIVE RESOLUTION: COMPLETED EXCHANGE BY MAIL NOTES: PHONE WILL NO LONGER LIGHT UP.TRIED DIFF BAT AND CHARGER AND NO RESULTS. CUST WAS ON THE PHONE. GAVE CUST INFO WHAT I NEED AND CB CUST. â€¢ IMEI/SIM: 351507031286213 â€¢ FUD: 09/25/2009 â€¢ LDI:WHITE â€¢ DAMAGE:GOOD â€¢ PORTS: GOOD â€¢ M/M: MOTOROLA V9X RAZR2 BLACK â€¢ TS & CS: $210.00 â€¢ OOW FEE: $210.00 â€¢ RMA#: RMA55249315 CREATED

04/03/2010 13:18:59	XBM NOTES	CSM	847-744-5626	30143 - REVERSE LOC

System Text	UserText
XBM NOTES	MARY SCHNEBELI / XBM / ARN/ CVS â€¢MY CSP ID: MS2669 â€¢ID: MYC_EQP_APD_129896 â€¢WTN#: 8477445626 7736310909 ALT # â€¢NAME: JIM CHELMOWSKI MAISEE LOR ML7860 CUST CARE â€¢VID:SS# â€¢ISSUE/RES:BLUETOOTH IS NOT PAIRING WITH PHONE, HAVING DROPPED CALLNE IS NOT WORKING. WHEN CUST GETS A PHONE FFOLTHE BLUETOOTH WILL GOT HANDSET. CUST WAS ON THE PHONE. CHECKED MAP TOOL. SEVERAL TOWERS DOWN IN MAP TOOL. DID A MR AND NO RESULT. â€¢IMEI/SIM: 358850020636946 â€¢FUD: 02/09/2010 â€¢LDI: WHITE â€¢DAMAGE

04/03/2010 13:18:55	RMA approved	FINN	847-744-5626	30143 - REVERSE LOC

System Text	UserText
RMA has been approved and replacement order has been created	RMA HAS BEEN APPROVED AND REPLACEMENT ORDER HAS BEEN CREATED . THE WORKING USER ID IS :RLUSER

04/03/2010 13:18:53	RMA approved	FINN	847-744-5626	30143 - REVERSE LOC

System Text	UserText
RMA has been approved and replacement order has been created	RMA55249571 HAS BEEN APPROVED WITH RMA TYPE XBM. . THE WORKING USER ID IS :RLUSER

Creation Date	TYPE	Category	Subscriber	Created By
04/03/2010 13:12:28	Upg Elg Check Result	SUB	847-744-5626	30143 - REVERSE LOC

System Text:
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: AAA.

UserText:
Standard Upgrade: Result:Eligible.
iPhone 3G Standard Upgrade: Result:Eligible.

04/03/2010 12:48:25	Upg Elg Check Result	SUB	847-744-5626	30145 - CLARIFY CRM

System Text:
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: AAA.

UserText:
Standard Upgrade: Result:Eligible.
iPhone 3G Standard Upgrade: Result:Eligible.

04/03/2010 12:43:22	CM - Interaction	CRM	- -	30145 - CLARIFY CRM

System Text:
CM - Interaction

UserText:
::CLARIFY:: INTERACTION
ACTION: TRANSFERRED CALL
NEED: DEVICE/EQUIPMENT INQUIRY OR PROBLEM/EQUIPMENT PROBLEM
NOTES: CANNOT ACCEPT INCOMING CALLS WHEN USING BLUEBOOTH. IT ROUTES CALL RIGT AWAY TO HANDSET WHEN ATTEMPT TO PICK UP. CUST TRIED W/ SEVERAL DIFF BLUETOOTH AND ITS STILL NOT WORKING. CUST IS EXPERIENCING DROPPED CALLS. ADV CUST OF DEGRADED TOWERS NEARBY THAT IS CAUSING DROPPED CALLS. CUST IS UPSET AND SAID HE'S NOT BUYING WHAT I TOLD HIM. TIME IS OFF ON DEVICE.
CANNOT SEE VOL CONTRO BARS WHEN TURN U

04/03/2010 12:40:46	Upg Elg Check Result	SUB	847-744-5626	30143 - REVERSE LOC

System Text:
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: AAA.

UserText:
Standard Upgrade: Result:Eligible.
iPhone 3G Standard Upgrade: Result:Eligible.

04/03/2010 12:36:19	CM - Interaction	CRM	- -	30145 - CLARIFY CRM

System Text:
CM - Interaction

UserText:
::CLARIFY:: INTERACTION
ACTION: ONE AND DONE
NEED: DEVICE/REPLACEMENT/WARRANTY EXCHANGE
RESOLUTION: REFER TO WARRANTY EXCHANGE
NOTES: MR CHELMOWSKI IS HAVING AN ISSUE WITH BLUETOOTH ON INCOMING CALLS AND HAVING DROPPED CALLS ON DEVICE DEVICE ISSUE AS WELL OFFERED TO XFER CX TO WARRANTY BUT CCR REP WANTED TO DISCUSS REPLACEMENT OPTIONS WITH HIM DID EDU OF TOWER DOWN IN AREA AND THAT WOULD BE AFFECTING THE DROPPED CALL ISSUE PER IDS 135525 AND 129896
CREATED ON: 2010-04-03 13:35:48.0
CREATED